

CUSTOMER SURVEY RESULTS

OCTOBER 2011 SURVEY OF ALL CTTRANSIT DIVISIONS

QUICK LOOK SUMMARY

A comprehensive survey of CTTRANSIT passengers was conducted in late October and early November 2011 in all eight Divisions. This was the first customer survey on this scale (all Divisions) and the first survey of HNS customers since 2004. The survey was considerably shorter than previous surveys and focused mostly on customer demographics. Customers were provided the option to complete a written survey form in English or Spanish, or to use an online survey also presented in English or Spanish.

Based on lessons learned in 2004, we made a commitment to having staff present at morning and afternoon peak times at key bus stops and transfer locations, aggressively handing out surveys and encouraging participation. In addition, forms were available on all the buses, at the sales outlets, and online.

A couple external factors are worth noting that may have affected individual responses. New night service had just been kicked-off in the Waterbury Division, and it appears that a lot of customers took the survey as an opportunity to praise that addition. Communities in much of the state remained without electricity and other utilities following the now infamous Halloween snowstorm. This clearly disrupted work schedules, customers' ability to respond online or see notices regarding the survey dates, and no doubt skewed the responses of some passengers.

Design & Implementation

In each of the Divisions, the maintenance staffs outfitted every bus the night before the survey with boxes to distribute surveys, boxes to collect surveys, pencils, and signs announcing the survey. We sent out e-alerts to subscribing customers (which also included the clickable link for the online survey), and posted announcements on Facebook and ctttransit.com.

The survey in the New Haven Division took place on October 27th. CTTRANSIT staff were stationed at major bus stops all around the area of the New Haven Green during peak travel times.

Customers in the Stamford Division were met throughout the day on November 1st by CTTRANSIT staff at the transportation center.

The Hartford & New Britain Division surveys were conducted on November 3, 2011.

Waterbury, Meriden and Wallingford customers were surveyed in the week of November 8th. Because of Election day, surveys were available on buses for several days in the beginning of that week.

It should be noted that CTDOT concurrently surveyed Paratransit customers using these same tools and methods. This report does not include any results from that survey.

There was no difference in the printed survey between Divisions, making it nearly impossible to calculate on a per Division basis how many were distributed. We printed 40,000 forms to cover all eight Divisions. We really only have a general estimate of 15,000 which we know were not distributed, but no doubt there were discards that we have not counted. It is also not entirely possible to separately count those returned on buses vs. by mail, but it appeared to be about 50/50. 543 English-language surveys were completed online (about 14% of the response). Only six online responses were submitted for the Spanish-language survey (about 2%).

The survey was designed to get a "single trip snapshot" of the customers' experience. Customers were asked which Division they rode in, means of fare payment, what route they most recently used, their origin and destination information, basic demographics, and to rank "customer service" criteria. The survey also specifically inquired about proficiency in speaking English, and what other language the customer spoke.

Data entry of the survey results was performed with a combination of CTDOT staff, CTTRANSIT Hartford Division staff, and through a part time temporary data entry clerk. Online responses were closed to customer entry by the end of November 2011. As of February 2012, occasional surveys continued to be returned by mail. The majority of the data entry was completed in mid-January 2012.

Response

In 2011, 4,152 surveys were returned. Many of the survey responses were incomplete. Thus on the following charts and tables, the number of responses for each survey item will total less than 4,152. Note too that in many cases the respondents elected to answer some, but not all, of the questions. Therefore total responses to a particular question may not match the overall survey response.

No doubt reflective more of who completes surveys than a completely accurate snapshot of our customers, over 60% of the total surveys were completed by women, and over 40% of the feedback came from customers over 50 years of age. Nearly 50% of the respondents described themselves as Caucasian/White. Roughly 87% stated they speak English very well.

It should be noted that the “Division you most often ride in” is as the customer reported it. As an example, 17 of the 50 total Bristol responses are Bristol to Hartford Route 23 Express commuters, yet other Route 23 riders characterized themselves as “Hartford Division”. In a small pool of responses such as Bristol or Meriden, this commuter express customer data will skew the basic income and other demographics for that Division more than one of the larger Divisions, such as Hartford, with a more representative response (about 725 of the Hartford area responses were from commuter express route customers). It also makes it difficult to accurately calculate the response as a percentage of ridership by Division.

Table 1

	English Response	Spanish Response	Total by Division	Spanish as a Percent of Total	Percent Response Online	As a Percent of Avg. Weekday Ridership
HARTFORD	2034	63	2097	3%	15%	4%
NEW HAVEN	930	40	970	4%	14%	3%
STAMFORD	381	77	458	17%	6%	4%
WATERBURY	276	21	297	7%	8%	5%
NEW BRITAIN	113	17	130	13%	6%	5%
MERIDEN	81	9	90	10%	20%*	10%
BRISTOL	50	0	50	0%	40%**	27%
WALLINGFORD	16	3	19	16%	5%	40%

*All but two of the 18 online surveys for “Meriden” were express bus commuters; one was a local Meriden passenger, and one didn’t indicate the route used.

**All but three of the 20 online surveys for “Bristol” were specifically Route 23 express customers; two responses didn’t list a route, and the third noted they rode the Bristol Local.

As noted in the table above, the response in the larger Divisions was less than 5% of the average daily ridership. In Waterbury and New Britain, the response is closer to 5% of the average weekday ridership. For the smallest Divisions, the limited number of responses actually reflects a high percentage of returns.

SURVEY RESULT DETAILS

In 2011 we obtained 2,030 English-language responses from customers (local and express services) in greater Hartford; 930 in New Haven, and 377 English-language forms from the Stamford Division. It is interesting to note that Stamford-area customers completed 77 surveys in Spanish, a significant percentage of the return for that Division (nearly 17% of the whole). This Division also had the highest percentage of Spanish-language surveys in 2004. Over 34% of Stamford responses picked “yes” on the question of whether a *language other than English* was spoken at home (compared to just under 21% in Hartford and a little over 19% in New Haven). The English-language responses gathered in the other Divisions totaled: 276 from Waterbury; 113 from New Britain; 81 from Meriden, 50 in Bristol, and 16 from Wallingford passengers.

As a comparison, in 2004 we received 957 surveys in the New Haven Division, so not terribly different in return rate. In 2011, the number completed by Hartford area customers was quite a bit higher than in 2004, when just over 1,600 were returned. Overall, even including the Spanish responses, Stamford was down considerably from 2004, when 581 surveys were gathered in that Division. Spanish-language responses for Hartford totaled 63, and 40 in New Haven. The Spanish-language response in New Britain and Wallingford was fairly high as a percentage of the total response, with 13% of New Britain Division responses from Spanish speaking customers and 16% Spanish-language Wallingford Division responses.

Demographics

Who Are Our Customers & What Did They Tell Us?

Responses were filled out by a much higher percentage of women than men in each Division, probably out of proportion to daily ridership (over 62% female). A similar ratio (30% male to 70% female) of responses was seen in the 2004 survey.

Table 2

Sex	Hartford	New Haven	Stamford	Waterbury	New Britain	Meriden	Bristol	Wallingford	Total Combined
Female	62%	64%	58%	61%	59%	54%	62%	37%	62%
Male	39%	36%	42%	39%	41%	46%	38%	63%	38%
Total Responses (English + Spanish)	2028	930	408	276	117	85	50	19	3913

Figure 1 shows race/ethnicity as reported by the customer. Almost half (46%) described themselves as “White/Caucasian”, and about 30% as “Black/African American” and 17% as “Hispanic/Latino.” Of those answering the question (112 skipped the question), 1845 were non-minority and 2195 categorized as minority.

Figure 1: RACE & ETHNICITY

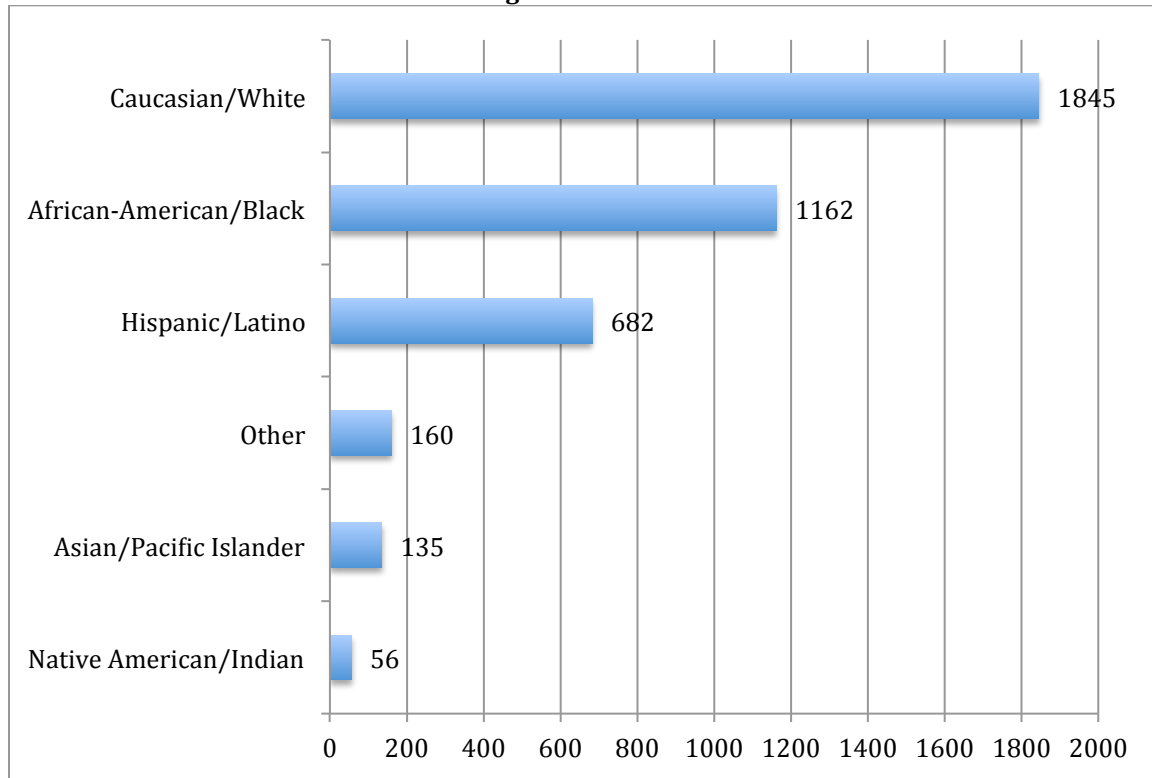
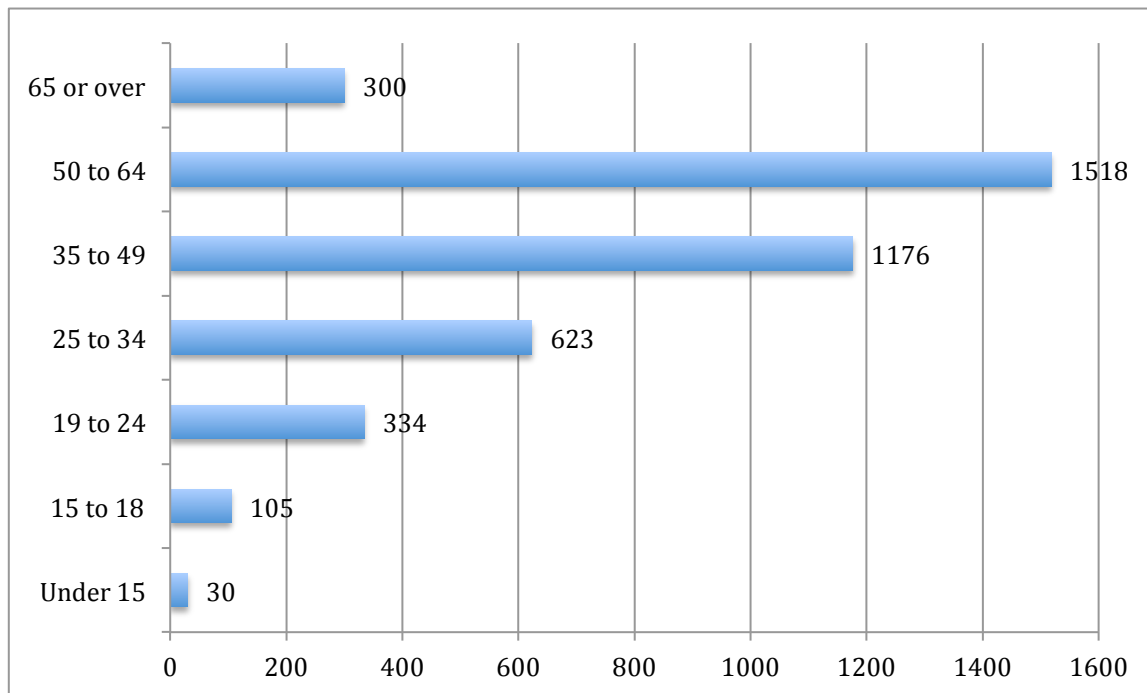


Figure 2 shows age group breakdown. As with past surveys, the majority of responses came from “working age” customers (between 19 and 64 years of age), with the largest number of surveys completed by individuals aged 50 to 64 (about 37% of the total). Fewer than 10% of the responses came from individuals either under 18 or over 65.

Figure 2: AGE

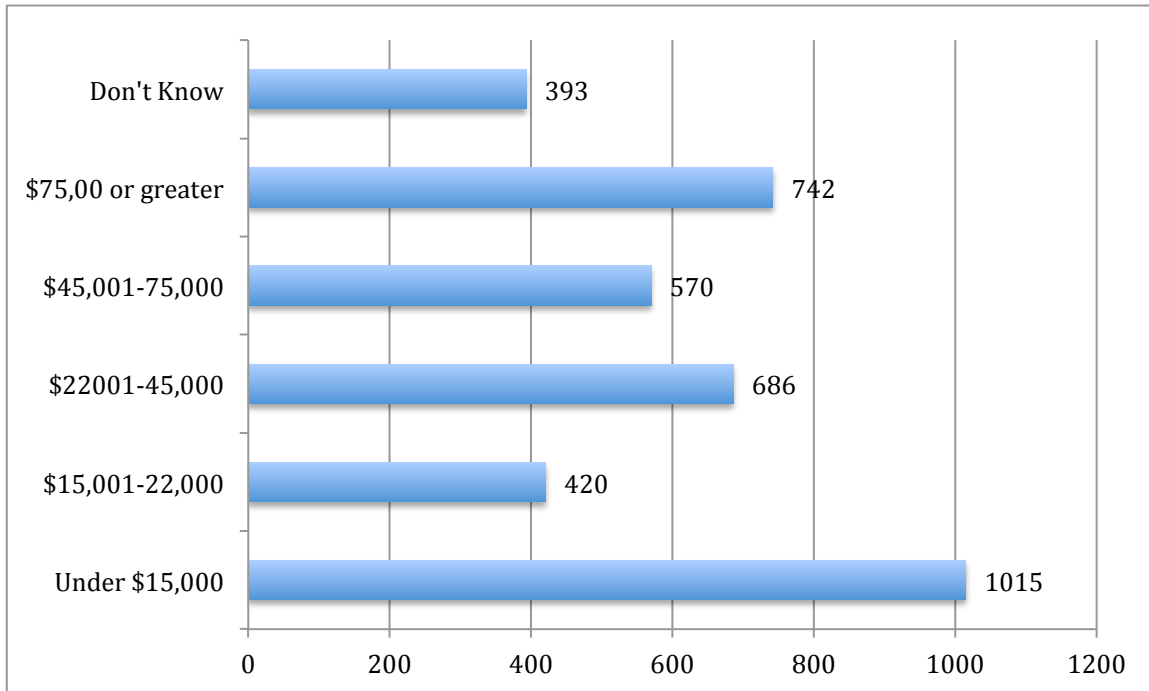


Just over 1,000 respondents indicated that they speak a language other than English at home. In addition to Spanish, which is the most frequent answer, there are a wide range of other languages from Arabic to Creole to Hindi to Russian and Vietnamese noted.

Household Income

Reports on household income varied more widely, with over 25% stating their household income was under \$15,000/year, and slightly more than 20% noting household income was over \$75,000 annually. The household income reported varies widely by Division, with over 50% of Wallingford responses showing a household income of under \$15,000, about 44% of Waterbury respondents stated a household income under \$15,000. Thirty percent (30%) of Hartford responses were from those with a household income of over \$75,000. Ten percent of the total respondents skipped this question and nearly 10% answered “don’t know.”

Figure 3: HOUSEHOLD INCOME AS REPORTED



Forty-one percent of responses indicated that their household income was “low-income” (under \$22,000 annually)—this excludes those answering “don’t know”.

It should be noted that more than 300 respondents did not answer the family income question at all, and nearly 400 answered that they did not know their family income. For purposes of Title VI analysis, we have used \$22,000 annual family income as the threshold for determining low and non-low income passengers. On that basis, 42% of respondents may be considered “low-income,” and 58% as “non-low income.” However, we believe the significant number of “Under \$15,000” responses may indicate that many respondents misunderstood the difference between their own individual income and the total income of their family. Also, the survey did not attempt to correlate family income with the number of family members as some agencies do to determine eligibility for various public assistance programs.

Trip Purpose

About half of the respondents stated their destination was work. Another 30% indicated their destination was home. The trip origin question had 70% stating their trip began at home, and only 16% noting their trip had begun from work. Fewer than 10% answered that their trip was the continuation of a trip started on another bus route.

Fare Payment

This is the first time we have surveyed passengers to determine how the method of fare payment differs between minority and non-minority, and low and non-low income customers. For purposes of this survey, all passengers who paid cash are combined; we did not attempt to separate cash fare payers among adults, senior/disabled, and youth categories.

As noted earlier, commuter express riders were overrepresented among survey respondents. Commuter express passengers represent only about 3% of total CTTRANSIT ridership, but those who said they paid an express fare represented almost 20% of survey respondents. Minority and low-income passengers only represented 19% and 6%, respectively, of express passenger respondents.

Therefore, the analysis of fare payment by minority and non-minority, and by low and non-low income, passengers needs to exclude commuter express riders.

On that basis, we note that 46% of minority riders paid cash vs. 35% for non-minorities. Interestingly, however, the percentages were flipped for low and non-low income riders (32% and 49%, respectively). This compares with our experience that 40% of HNS customers pay cash (with a disproportionately high percentage concentrated in Stamford).

The percentage of minority and non-minority passengers who used 31-day passes were virtually identical (21% and 22%, respectively). Surprisingly, low-income passengers were significantly more likely to use a 31-day pass than non-low income passengers (31% vs. 19%, respectively). This compares with about 18% of HNS customers who use 31-day passes, suggesting that a significant number of pass users ride on the non-HNS services.

Non-minority passengers were much more likely to use a 10-trip ticket than minority passengers (19% vs. 9%, respectively). Conversely, low-income passengers were much more likely to use 10-trip tickets than non-low income passengers (17% vs. 8%). This compares with about 9% of HNS riders who use 10-ride tickets.

The percentage of survey respondents using one-day passes was consistent with the HNS experience. Minority passengers were twice as likely to use a one-day pass as non-minority passengers (6% vs. 3%), while low income passengers were half as likely to use a one-day pass as non-low income passengers (3% vs. 6%).

Figure 4: FARE PAYMENT (ALL DIVISIONS/ALL INCOME LEVELS)

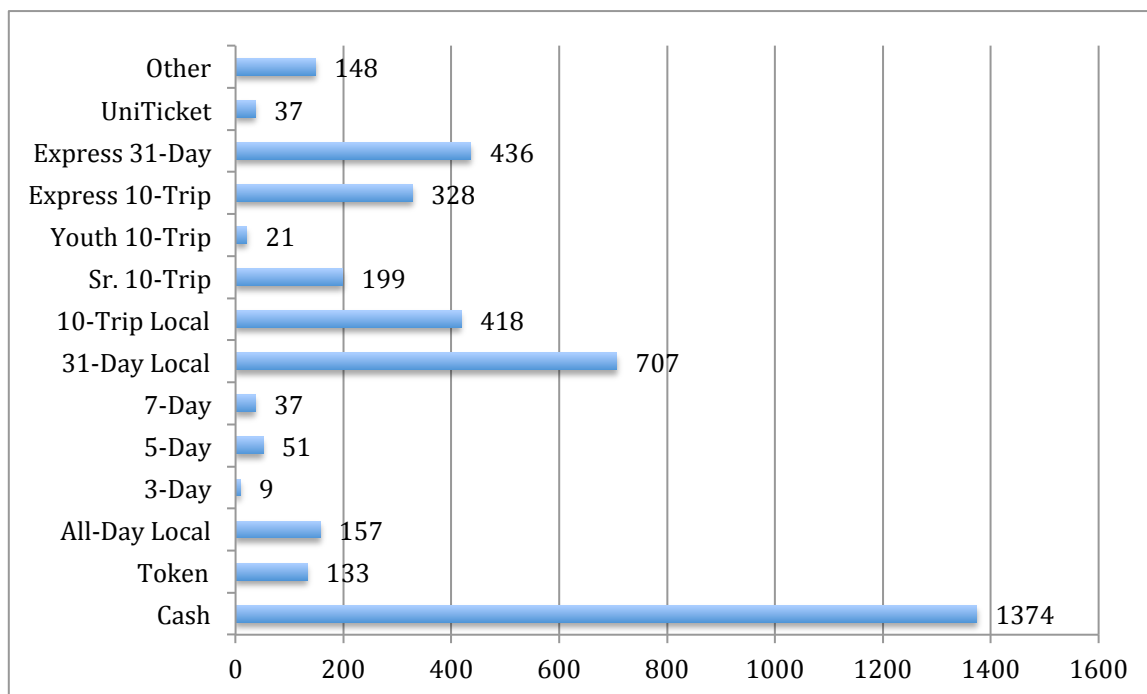


Table 3

	Hartford	New Haven	Stamford	Waterbury	New Britain	Meriden	Bristol	Wallingford	ALL DIVISIONS
Cash	26%	34%	43%	49%	53%	42%	25%	73%	34%
Token	4%	3%	2%	3%	7%	6%	4%	0	3%
All-Day Local	2%	4%	3%	6%	7%	8%	0	0	4%
3-Day	<1%	<1%	<1%	<1%	0	0	0	0	0%
5-Day	1%	1%	1%	2%	2%	0	2%	0	1%
7-Day	1%	1%	0	1%	3%	0	0	0	1%
31-Day Local	19%	19%	12%	14%	9%	11%	4%	0	17%
10-Trip Local	8%	15%	13%	7%	9%	9%	6%	13%	10%
Sr 10-Trip*	4%	7%	7%	6%	5%	2%	0	7%	5%
Youth 10-Trip	<1%	<1%	<1%	<1%	2%	0	0	0	1%
Express 10-Trip	14%	<1%	7%**	3%	<1%	5%	15%	0	8%
Express 31-Day/Monthly	17%	3%	5%***	3%	<1%	14%	42%	0	11%
UniTicket	<1%	1%	5%	1%	0	1%	0	0	1%
Other									4%

*Note this survey took place before the 31-Day Senior/Disabled pass was available.

** with only a few exceptions, these are I-BUS customers using the I-BUS 10-Trip Ticket

*** about half are I-BUS customers

Table 4: FARE PAYMENT (Non-Minority/Minority) ALL RESPONSES

	Non-Minority*	Minority
Cash	23% / 418	43% / 926
Token	3% / 56	3% / 74
All-Day Local	2% / 30	6% / 119
3-Day	0% / 3	0% / 6
5-Day	1% / 14	2% / 37
7-Day	0% / 7	1% / 29
31-Day Local	14% / 260	20% / 425
10-Trip Local	13% / 231	8% / 178
Sr 10-Trip*	6% / 103	4% / 93
Youth 10-Trip	0% / 5	1% / 16
Express 10-Trip	15% / 263	3% / 60
Express 31-Day/Monthly	19% / 344	4% / 82
UniTicket	1% / 16	1% / 20
Other	3% / 56	4% / 90

*Responded "Caucasian/White" on Question 5

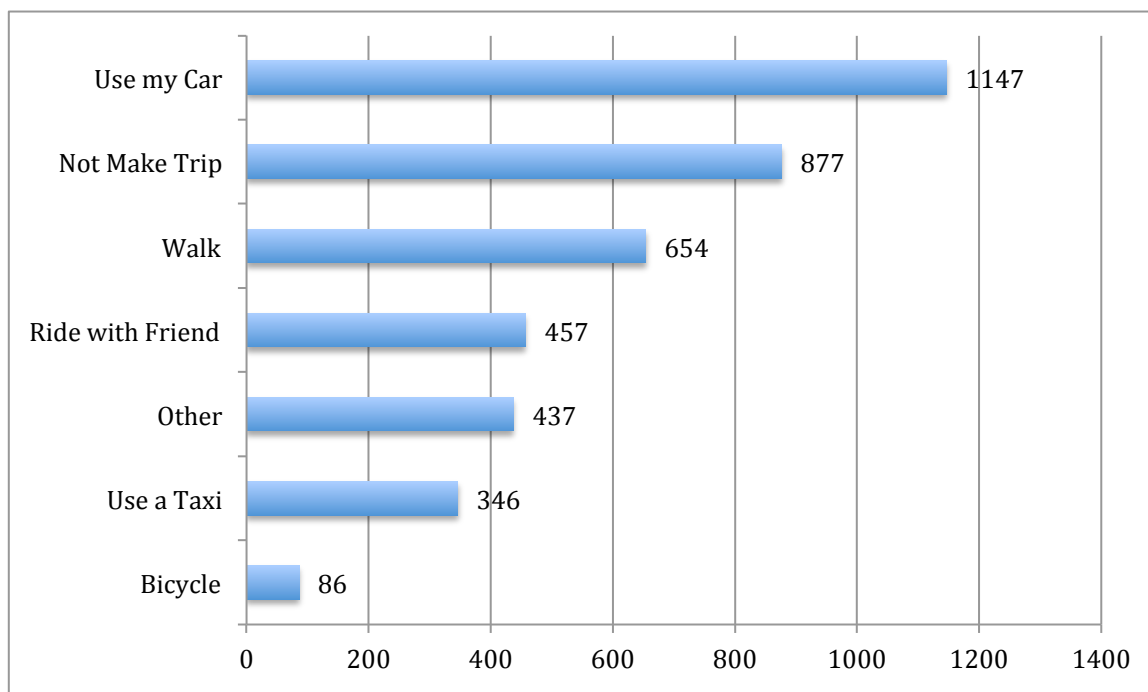
Table 5: FARE PAYMENT (Low Income/Not Low Income) ALL RESPONSES

	Household Annual Income Under \$22,000	Over \$22,000
Cash	48% / 665	23% / 463
Token	3% / 45	3% / 62
All-Day Local	6% / 79	2% / 39
3-Day	0% / 5	0% / 2
5-Day	1% / 20	1% / 18
7-Day	1% / 15	1% / 18
31-Day Local	18% / 255	21% / 442
10-Trip Local	7% / 104	12% / 249
Sr 10-Trip*	8% / 106	3% / 55
Youth 10-Trip	0% / 6	0% / 10
Express 10-Trip	1% / 12	13% / 272
Express 31-Day/Monthly	2% / 26	17% / 350
UniTicket	1% / 9	1% / 22
Other	4% / 55	3% / 57

Transit Dependent

Almost two-thirds of the total 2011 respondents stated they did not have a car available, and over 22% noted they would not make the trip if transit service were not available (see chart). These results are fairly similar to the 2004 study, which found in Stamford that over 52% of the respondents indicated that they were taking this trip on CTTRANSIT because they have no automobile available and in New Haven 60% answered that they rode the bus because they had no automobile. In Hartford in 2004, 41% of all respondents stated that they took this trip because no auto is available.

Figure 5: IF TRANSIT SERVICE WAS NOT AVAILABLE, HOW WOULD YOU MAKE THIS TRIP?



In response to questions on how they got to the bus stop for the trip they were on, and how they would complete their trip to their destination, the majority of responses were “walk.” Almost 80% overall stated they would walk from their bus stop to their destination. Only 13% answered that they would be transferring to another bus. Less than 10% indicated they had taken another bus to get to the trip they were on. No doubt a reflection of the high percentage of Express customers, in the Hartford Division just over 30% drove a car to arrive at the bus stop for their trip. No individual who answered the survey in Spanish indicated they drove their car to the bus stop.

Customer Service

Overall, on a ranking scale of 1 to 5 (5 being most positive) system-wide customers largely rated the 7 customer service criteria with high marks (4 or above). Almost 75% of total English-language responses rated a 4 or 5 to the statement “Overall, the bus service is usually:” The surveys completed in Spanish, both online and written, overwhelmingly rank all seven criteria as excellent or nearly so.

The statement “The bus operator is usually a safe operator” got over 55% of total responses in the “excellent” category, and another 27% just slightly lower. Operator courtesy was also praised, with almost 80% ranking this excellent or nearly so. About 70% overall gave good marks for on-time performance. The Customer Service phone center rankings show a broader range of satisfaction, with almost 10% grading this as “poor”, and only 35% rating this as excellent. The surveys completed in Spanish, both online and written, overwhelmingly rank all seven criteria as excellent or nearly so.

OVERALL, THE BUS SERVICE IS USUALLY (ENGLISH LANGUAGE RESPONSES, ALL DIVISIONS):

1 Poor	2	3	4	5 Excellent
3%	5%	18%	36%	38%

Customers had the option of writing in comments. Just a few over 1,600 comments were submitted on the survey forms, with about 2,300 responses not including any addition comments. All the comments follow as they were submitted. As we found in 2004, comments ranged from praise for the service or a “favorite” driver, to pleas to not increase fares or reduce services to specific complaints about a route or operator.

Night service in Waterbury had begun a couple weeks before the survey took place, and many customer comments from that Division focused on appreciation of that. Many comments were in praise of the bus service, in all 8 Divisions.

A fair number of customers remarked on the need for more “real time” arrival and bus status information. Because of the fairly recently-held public hearings on possible service reductions and the announced fare increase, customers requested that their route not be altered or eliminated, and protested the fare increase. Many customers remarked on behavior of other customers, wishing that loud music, mobile conversations etc be controlled, and that strollers be folded, requesting that the Operators “enforce” rules.

Two hundred-forty three comments were written in Spanish. These are not included in this report, and require translation.

Hartford Comments

1. Love the Hartford Express!
2. The bus should be cleaned daily. I wear a dust mask on the bus due to the amount of dust on the interior.
3. Customer service is poor. Consistently rude, uninformed, unhelpful and it takes too long to get a rep on the line. Normally I only get results if I ask for a supervisor, or file a complaint with the transportation rep at Travelers.
4. Kelly Transit's website schedule and DOT schedules for this bus are different.
5. Why only 2 busses 25-30 minutes apart?
6. The drives are the best you could have.
7. A lot of the "schedule box" @ the stops are not right
8. please make bus 50B more available
9. The drivers do a great job of helping people everyday
10. Need more routes for bus route 94
11. 85% of drivers are wonderful the other percent should find another profession.
12. The 47R which is now % minutes earlier is not helpful. People prefer 5 minutes later.
13. Thank you for being available
14. I never received my 10 free rides, I signed up online.
15. Wonderful, helpful service
16. Buses need to run longer due to people working third shift jobs in other towns, Buses from Hartford and east of the river.
17. The 83 service is what I use to go to work and home. It is mostly late between 11am til last bus.
18. update schedules so people don't miss the bus.
19. No matter how loud I cry about the service, nothing gets done or looked at.
20. I like the buses they are very cooperative.
21. CTransit can have better bus tracking available online so when passengers are waiting at the stop during snow/rain.
22. I take the local on occasion but usually express, I am so thankful for not having to drive to work everyday.
23. There should be increased service during bad weather to help ease delays.
24. The 39 am bus driver is discourteous, speeds and the back of the bus is wet and I almost slipped with my 3 month old son.
25. Need more buses on routes 31, 33, 60, 61D, 39
26. I enjoy taking the bus
27. 86 is every 2 hours, we have a far walk to Burnside Ave to get the bus.
28. Without the bus service I do not know how I would get to work, so I appreciate it.
29. The am drivers are great. The 76 driver for Ashley st at 4pm is always rude/and has little respect for passengers.
30. This bus is my life line to work.
31. The morning bus is always 10 minutes late. Evening bus is late as well.
32. Windsor Bus is critical to my area there should be a Granby/East Granby bus
33. Some bus drivers are rude, I think they should be fired.
34. Buckland Parking lot has 2 stops but PM driver does not stop at second stop so we have to walk in the bad weather to our cars.
35. More buses to the airport every 30 minutes.
36. Take this bus to my other house every week. EXCELLENT!
37. I wish that CTRANSIT would put back the Rt 30 run in Rockville/Vernon. It would be helpful to have a bus route to Ellington
38. Generally OK
39. Very helpful.
40. Most of the bus motorers don't respect us, if they want respect they get to respect us.....
41. I would like to see the bus leave early in the morning on Capital Ave to Downtown Hartford.

42. Great Service - Like having the flexibility of various times to get in and out of the city, noon bus is a great service.
43. I have not spoken with a phone rep, so I did not provide a rating.
44. CT Transit needs an I-Phone app for schedules and alerts
45. The bus operators need to be more consistent calling out stops, and having passengers folding up their baby carriages, this is unsafe for passengers, especially the elderly and disabled.
46. I feel that during the course of a day the #1 Avon Express should run more often.
47. Give free rides sometimes people need it these days.
48. More frequent buses to Glastonbury Center would be helpful and appreciated.
49. We wish we could have the same driver. Some are very rude, most of the best drivers are in the am 430-830am
50. Please reroute one additional service between 7:40 and 8:35. We would like to be at the office around 9 am.
51. I love riding the bus.
52. Bus should not leave early. Not even a minute.
53. VERY HELPFUL.
54. The bus is my main way of traveling it gets me wherever I need to go, even if sometimes they are really late. Without the bus I don't know how I would get around.
55. I been riding CT Transit for a long long time. I don't know what I do without it.
56. I like riding the CT buses
57. On Sundays the buses are always late 35-60 minutes. This is unacceptable.
58. The afternoon buses out of Hartford are critical.
59. Just by making sure the buses arrive and leave on time and the environment is a bit cleaner, the bus service quality would improve substantially. I believe questions 4, 5, 6, 7, 8, 10, 16 are unrelated to bus service.
60. Why isn't there a 31 day pass for seniors?
61. Since the last 2 months the buses are not running on time as per their schedule.
62. Some drivers drive too quickly, I've reported it often
63. The drivers need to be nicer to the people that get on the bus.
64. I love going on the bus with my kids. It's an adventure.
65. There should be more Sunday service reaching more areas.
66. 645am #37 bus driver will leave even if the bus is early making me miss the bus and late to work.
67. More buses to Westfarms. Trip too long.
68. Taking the bus gives me time to talk with friends or read some wonderful material and some time I just have a good day.
69. I want more buses after 7!
70. Excellent Transportation Service.
71. Good CT Transit soc. Need move soc from Plainville. Also need afternoon soc from down Hartford to Corbin's Corner New Britain.
72. Excellent except when buses leave stops early
73. Would really like more coach buses.
74. Please don't take away the midday bus that goes to Glastonbury and Marlborough
75. Ladies drive too fast
76. This bus service is very good because I don't have to wait long for the bus.
77. Sometimes the bus operators can be rude to passengers especially when you call customer service telephone operators.
78. On website a search link should be provided to search by entering bus number.
79. customer service telephone is the worst! Bus is never clean very bad condition.
80. Bus 58 needs to run later during the Christmas holiday
81. The bus needs to be cleaned they have a foul smell sometimes
82. Sometime bus operators won't call next bus if running late
83. so far service is good
84. Need a bus route on Cambridge or Great Swamp Rd
85. I don't agree with the raise of fare on the elderly/disabled

86. Bus service for 74 in the evening is not punctual I regularly take 74 to work
87. Over-all a reliable service
88. Your bus drivers are usually helpful and professional which is amazing because they have to deal with a lot of holes
89. Some drive very rude to elderly people.
90. On the routes I usually take are good but 61b driver. Needs customer service training.
91. I am disappointed that they are going to stop the 92 bus. This takes me to and from work.
92. Extremely bad service both drivers were really rude one bus was an hour late. called customer service and couldn't call driver and was really rude
93. The 4:10 Corbin Express is always late not good service at night
94. I have been riding the bus for years = Service has vastly improved since then
95. Good work! Storm taxed everyone ! Lawrence (black gentleman) saved our lives on New Britain Ave approx one month ago at Zion street.
96. Please provide more services in morning and evening
97. Please consider any opportunity to add one more bus (54) around 8:15 in downtown Htfd There is a 54 at 7:05am and then @ 8:35am, if there is one around 8 it would be helpful due to over crowding.
98. I would appreciate it if the 45x could arrive on time in the mornings and leave on time. It is very frustrating to be standing in the cold to wait for the bus and most days it's late.
99. The 47 bus downtown 4pm bus is usually 10 mins late
100. Bus is late leaving Hartford always. Need an express bus 47 from Hartford/Wethersfield down Franklin
101. The schedules are very badly done and bus 66 sometimes 2 buses in 10 minutes and sometimes a 50 minute wait.
102. Over the 10yrs I've been riding the bus line I've developed great friendships with most of the bus drivers who are friendly and professional
103. I just wish the bus ran more frequently in Hartford @ night
104. we need a bus top at greenfield and blue hills ave for the school children
105. I appreciate the low cost and the convenience of bus transportation most of your drivers are friendly and helpful. Thank you for providing this valuable service.
106. Rude bus drivers who always come late which is the C9c from CCSU to Hartford @ 5:09pm
107. The bus schedule for 96 bus should operate later and more frequently.
108. For some reason many bus drivers are extremely rude lately.
109. Whatever you do don't take away the 14 from colchester to hartford
110. Please don't stop sunday service, need service on 96 88c and 87
111. how do I get a 10 ride ticket. this needs to be publicized. I love the bus service and all mass transit. It just needs to be very attractively marketed
112. Please enforce the fold up charge rule for the mothers and children
113. over the phone you get wrong information alot and the women are very rude.
114. buses need to fix leaky windows
115. The buses need to be on time
116. Can you please extend route 10 bus service as free shuttle for 8:15am
117. Need more buses on weekend & evening during the week
118. Good Work keep it up
119. Many drivers drive to fast don't brake at corners or curves. Buses are very reliable time to time
120. yellow tape on edge of ceiling in coach buses so people don't hit their heads when standing up
121. The 4:55pm bus to buckland is reaching and starting early form PHoenix center It starts around 4:50 or 4:52pm which may sometimes come at 5:10pm Thats a long wait for the customer
122. customer service reps on phone could care less about helping the caller. If bus doesn't show you're doomed.
123. Hopefully my opinion may count and further changes may not occur. Transportation is something difficult to afford daily and these weather conditions complicate everything else.
124. Don't go up on the bus fare.
125. I like how larger buses are utilized during busy times. No more standing
126. Please add curtains or tints to windows, the buses are too hot and glaring inside all year long

127. I think the bus is a great service CT transit does a great job. Bus drivers are friendly and professional.
128. Wish there were later runs from Hartford to home 6-630pm
129. Please don't reduce service particularly the midday trip (one each way)
130. IF service changes to downtown NB I will drive to Hartford and not ride the bus. Excellent drivers
131. only negative are the windows leak in the bus when it rains
132. Some bus drivers are not attentive to passengers comfort heat/cooling fast on corners, quick stops.
133. CT transit is very good company
134. The bus out of Hartford #4 to St. Augustines is usually late
135. Kervin is very upbeat and friendly very awesome driver
136. The bus is the way to go, it's less stressful than driving and the cost of driving
137. Long pauses from bus driver when people are tired, anxious to get home, are not pleasant.
138. More buses for the Berlin Trnpke
139. most not all but most bus operators are not very nice
140. bus fare shouldn't go up 10cents It's hard enough just to keep a quarter and going up 10cents makes no sense.
141. Need to let passengers know when there is a detour
142. reliable/convenient
143. We need Sunday service in New Britain you can't go shopping to church. Please try to help us.
144. I love taking the bus. I have free parking at my job and still prefer the bus. I have never used the free parking
145. it's not good I got hurt on the bus and the drivers don't care
146. CT transit is great. Don't raise prices because people on low income don't have money to spend to get expensive bus passes.
147. Sunday bus service is very poor
148. I think bus service is ok but ppl who r connecting buses should have a little more time. Bus drivers should be more polite.
149. I hope that sometimes we would get the middletown service on the weekends.
150. I recommend that both 88C and M should be Arnam tim especially week days.
151. Save a lot of money no stress! enjoy the ride thanks!!
152. Make Sunday buses after 7pm for people to get home from work or somewhere else
153. Barbara Bellott is very helpful when I have complaints regarding late buses
154. It's very convenient to get anywhere
155. Most drivers are very courteous + yes sometimes there are rude, rude customers and some drivers are very professional with these I-rate people
156. Thank you
157. It would be nice to have a bigger bus or extra runs due to the number of people standing on a regular bus on this route.
158. 95 bus needs to ride on Sundays
159. Stop raising the prices!!!
160. No excuse for gutting service south of Price Chopper. It's only approx .42 miles to Stew Leonards! Political \$\$\$\$ decision? Union stores incl price chopper ?? Heck of a walk!
161. Some drivers accelerate and brake too hard. Others are great so we know its the driver and not the bus. The drivers are great + friendly . I've been riding the bus for 30 years
162. I feel safe with CT transit because I refused to ride with a stranger car, too many wicked people. I'd rather be cold
163. How about a real express bus for the unionville route? Coach style like enfield and other express routes used.
164. Susan is very rude and disrespectful
165. We need a 64 bus on Sundays to the mall badly
166. bring back sunday service. I work on Sunday or church I need that 92
167. some of your drivers are excellent. But there are a few horrid eggs, I am sure you receive complaints about the same ones all the time!! Get rid of them
168. We need to buses to be more one time. People have school and work to attend.
169. The bus always comes - sometimes late - but it comes. I have my job because I can use the bus. A sunday Glastonbury bus is needed

170. Some drivers don't stop

171. 95 is usually late 30 minutes

172. Drivers are sometimes rude.

173. The web has the wrong times with the customer service phone it takes 1/2 hr to answer the phone

174. I love taking the bus. Very convenient.

175. Service is generally good. Weather disruptions in the winter area pain but not much you can do about those.

176. About half the time the 14C bus leaving Hartford at 4:19 is late. Is there anything you could do to make the bus more punctual? Thank you!

177. If there is a detour or extended delay, supervisors should share the information with waiting passengers instead of just driving by and doing a headcount.

178. Please save the 87!

179. It is our lifeline.

180. I am very satisfied with the service.

181. Too many rude bus drivers on various routes

182. Don't raise the fare price

183. The buses are noisy, loud sounds from back

184. Some bus drivers could be more friendly

185. Need a bus before 6:30am buses are running too late to get into work by 7am. The buses are crowded especially on the 1st bus in the am also on the 4:40pm bus people are standing

186. Very good service, I have been riding for over 13 yrs. The drivers are always the best

187. Please don't go up on the fare

188. The 4:40pm bus the bus driver leaves early he is rude and a bad driver

189. Lost my shelter on Woodbridge now have to sit on stoop

190. See to it that the bus stop area or side walk is cleaned after a snow storm otherwise great job

191. I hope this survey helps the bus services

192. We the People- would like for drivers to wait for those elders & moms with kids to wait while they sit down thanks!!

193. Please change 44 to Love Lane Charlotte Street from Garden-Charlotte in Hartford

194. Stop people from eating on the bus.

195. btc - there are exceptions to this

196. I hope you keep the 92 running I take it to work. I wish it was running on Sunday. I would take it to church. Sometimes I work on Sunday it would be great if it was running. Thank you!

197. Bus service is much better since the electronic fare boxes were installed, same time on each box means every driver knows the exact time

198. More buses will be very appreciated so they are always on time. That way you don't have to wait for 30 minutes or more for the bus.

199. Need more buses on Sat. to Windsor and run more than 6pm

200. Not sufficient buses to mall, need #64 going Sundays to mall.

201. Excellent Transportation service

202. There are very few options for buses outside of rush hour to my home

203. If a bus is going to be late it would be helpful if the customer service rep could give a rough eta. It would mean that drivers would have to report in if they are going to be more than 10 min late.

204. I ride all the times for the Glastonbury express depending on the day. I'm very happy and grateful for/with this service

205. Buckland Express needs more routes after 5pm

206. Would be great to have a 14C bis at 5:12

207. Some buses haven't shown up not many but when it happens it's a real pain in the butt. Also why does the 41 from New Britain have to leave 2 min before the pb from Bristol arrives. I need that connection.

208. My morning bus driver talks too much with riders during driving and pays little attention to the road

209. The bus driver is always late reaching downtown

210. Sometimes bus doesn't show or driver is pulled from last run to be put on another run. Hasn't happened in a while. Appreciate that we have transportation to and from work so I don't have to drive into Hartford

211. Wish there was later service in the day so I could stay later @ work
212. Thanks for the good service God bless the bus drivers. Please go to church and receive Jesus in your heart. end times Jesus comes only for his friends, maybe is the last opportunity for you! please go....Heaven or Hell option for you?
213. noon bus means I don't have to drive in on days w appointments
- 1.) Bus consistently late or does not come at all (e.g. bus 33 leaving downtown at 505pm did not come on 11/11; bus 33w late 30 min on 11/11 I arrived at gold building at 505pm!)
 - 2.) Need one more bus between 535pm and 645pm bus that departs downtown!
214. G1 - For the Metro area service is overall lacking. One must go the new haven for waterbury and 3-4 buses for wallingford from hartford and none . Weekends and nights to many areas.
215. Main St. (North) driver are very nice. Some of your drivers on my most commonly used routes 82/84, 88M and 88C are 37 and 39 are the most rudest, unpleasant, downright mean discourteous drivers I have ever seen. If you visit Atlanta GA, every bus driver (Black, white, Hispanic, etc.) greets patrons with a "Good Morning" + "Have a good day" or "Thank You". I have myself and other customers said "Thank you" to the bus driver and receive a "grunt", what is this all about? Please focus on customer service and multi-cultural training and just a little "kindness".
216. I take a Zone 3 Commuter. Most of this does not apply to me.
217. Attitudes of some drivers.
218. The AM route at exit 67 buses occasionally do not pull up to board passengers. They wait in the wings. I am dropped off at bus stop, so I sometimes wait outside til bus pulls up. Very frustrating!
219. Love taking the bus! Very comfortable bus, safe drivers. Thank you for you service.
220. There need to be an earlier bus on new britain ave. for sunday mornings.
221. CTTransit is my only way to get places. I don't drive.
222. Appreciate the service
223. Some of the drivers are so nice and respectful sometimes other bus routes late.
224. I wish later evening hours to accommodate late work hours
225. very Good
226. The above ratings are from colchester to Hartford, they change going from Hartford to Colchester
227. I encouraged all to ride the bus. You have a few crazy drivers but most are good. Some don't know how to work the heat , cold or lights!!
228. This saves me a lot of money each month. I am grateful for the service
229. The bus needs to be on time for the morning departure during the winter.! It's too cold to wait for a late bus!!
230. I cannot complain Bus service and driver are very good. Pleasant ride going to and coming from work
231. I rarely take the bus my spouse rides during the week and has no complaints
232. never used customer service telephone
233. Most of the drivers are pretty friendly. Some are not . It doesn't take much to say
234. The customer service lady with the Jamaican accent is always very rude overall any body else you get to always very nice except for her
235. Buckland drivers are nicer and safer than Glastonbury drivers. Glastonbury 7:29 St pauls bus always late and driver can be fast and the ride is jerky constantly slamming on brakes
236. Being disabled, I have a lot of medical appoints four of my doctors are in glastonbury, weston. Not safe to walk from fixed route. There are a lot of doctors offices there, that are unaccessable, especially when you don't a car, and cannot afford to pay for alternative transporation. what can be done to comply the Americans with Disabilities Act, and stop denying access?
237. Get a Route 95 to Glastonbury center on Sundays 4 or 5 times at 2 hour intervals. Hartford Market St.
238. Frequently late on morning trip not due to traffic. 709 bus often overcrowded. on 410 bus lately we have the really old buses. Website and email is very useful.
239. If I could afford a car never would use CT Transit. Unfortunately form of transportation. Supervisor of bus late. Should be more passes on park street line leaving 5 minutes cetains times of day.
240. The service on Sundays is not very efficient
241. Early buses make me late! More evening service from downtown
242. Please keep fare the same wish we had letter back not number

243. Please keep bus fare the same in Jesus name we pray

244. wish we had letter back not numbers

245. keep the bus routes the same please

246. Keep buses running, weather is coming then summer again

247. Bus driver on 6:38am from Glastonbury st paul drives too fast I hope she can control the bus if the unexpected happens.

248. Web site is very slow to load

249. Drivers need to announce destinations and need to be consistent with having other riders close their strollers on the bus

250. I want a 64 bus on Sundays

251. Why is there no 64W service on Sundays even once every hr would help

252. people who stand behind the yellow line, when there is still room towards the back make it hard to get to the bus. Especially when there are two people standing side by side each other

253. Please look into adding 64 service on sundays

254. I love the bus, helps me very much!

255. Sched. @ constitutional plaza are not accurate

256. My answers will vary a lot of I am answering for the morning express vs evening express! Morning is always better

257. Parking in Hartford is an issue

258. My ride from Wethersfield to Hartford is good. Mario is the best driver. My ride home on 47R is less than perfect. Too long a wait downtown for the bus need more frequent service into Wethersfield

259. I would appreciate there to be more service on the 33 route and 69 route

260. Add more runs from Bristol to Hartford and Back

261. Help to schedule more consistency

262. Some drivers are nice and others are not. Didn't they all go to the same school.

263. I don't use the phone or website for CT transit. How about a route out to exit 68 on I84??

264. 82/84 bus overdue for extra buses Saturday especially bad standing room only. Need more buses Lack of enforcing open carriage rules very tough for safety

265. except during last winter when I waited over an hour and a half to come home due to gridlock

266. The ban on open strollers is seldom enforced. This is a serious safety concern. These strollers would become projectiles during an accident.

267. I am grateful for the ability to use CT transit as a commuter

268. I just switched to taking the bus this year and have been very pleased. I have been happy with the time options especially a bus which allows for a 1/2 day of work

269. I just wish we had a 87f on at least one day on the weekend

270. Need weekend buses

271. Many riders work at the mall on Sundays. Please add G4's Sundays to the mall. Thank you.

272. more buses needed on the 91 round not every 1 hour it should be every 1/2 hour

273. Thank You for the service

274. Ct transit is a major help to my needs thank you

275. The bus usually is late and when I call they have a wait of 5 to 10 min

276. All CT bus are so dirty it's a shame because you provide service to so many people and some drivers are so rude

277. I'd like to see a bus that will continue to rocky Hill once I leave dmv in wethersfield there is no way to do this at this time

278. To many stops some blocks have 2 stops Could space out a little also would prefer one later express bus to manchester for other rides, 7:30ish Shuttle to west Hartford center that doesn't stop everywhere would be cool to

279. Some drivers are rude and uninformative. Buses are too packed and full to capacity w/ handicapped people with children . There isn't enough room or frequency of buses

280. Buses on 60 line in morning, never run on time then they play games when pickup passengers, drivers need to have supervisor in area to monitor

281. Cell phones should not be allowed on bus. Very distracting phones calls should be made at home not on public transportation.
282. buses running from AT and T building hartford often leave early and or skip stops
283. More runs would be helpful
284. Please don't raise the price
285. The 5:05pm bus never arrives on time usually 10 to 20 min late and the bus is full to capacity
286. love the bus!!
287. The 3:34pm bus is late usually 1/2 the time how is this possible being the first run of the afternoon
288. Website difficult to find express commuter info for side companies like DATTCO and Collins.
289. You are a really lucrative successful operation also safety conscious.
290. If the bus is late no response or incorrect information given
291. When a bus is late or breaks down please tell us (the caller) the correct time it's coming. Last year twice the bus was late. Every time I called I was told he was 15 min away , when really it was 1 hr. Don't lie tell us the truth so we can make other plans
292. Bus drivers leave the stop early in Enfield. Bus drivers do not make me feel safe. They pull away from curb before people are seated, drive bus so that people come out of their seats, hit the brakes so people lunge forward. more training is needed or better monitoring. A bus should not be driven like a vw beetle. Im a 6yr rider and these habits are common on 5 buses
293. Sunday service 33w would be nice to get to west Farms. Not even one is able to walk to Farmington Ave to catch 64W
294. I wish they wouldn't wait for stragglers running for the bus as we are about to leave this makes everyone late
295. The 3:50pm and 4pm and 4:10 buses are never on time 47r is always late
296. Need bus to prospect street and main week days after 6pm
297. To buy passes at the kiosk would be helpful also to have route alban main st or up church st
298. I have been riding the bus for 6 years , the bus has always been on time great service I would recommend riding the bus to anyone Keep up the good work
299. more bus routes needed
300. need to have patience with deaf people . The bus can't just leave fast if people not standing at the bus sign
301. Three times during October the 2:14pm did not show in front of the Bushnell
302. They very good
303. #18 Willimantic Express should not have to wait for 10 minutes at the Bushnell before continuing on route home
304. More flexible service when work closes early due to weather events more/earlier buses
305. the bus is usually on time for the morning commutes however frequently late in the evening at times certain buses never show up in the evening
306. Phone reps are terrible they provide no information
307. Drivers change frequently most but not all are courteous
308. Mostly good service. However during the 10/31-11/1 trips buses were not informed of road blockage on asylum st causing extensive delays earlier buses travel same rt why weren't later buses warned to avoid the closed roads!
309. Bus operator # 1439 is great arrives early or on time I believe this is an important factor for most passengers. Not particularly pleased that we get a local bus.
310. Sometimes the bus is very late but most of the time my buses are on time. Heather
311. Great Service
312. The driver is always warmer in front of but and the bus from 1/2 way point back is freezing when drivers are asked to turn air to warm there is most times attitude should not have to freeze on bus!! Your drivers w/ exception of Todd and Jeff and the young black woman are not friendly. Most do not even say hello they just grunt really smile!
313. Would like to have an express bus to Htfd on East Middle trnpike from manchester that goes all the way into Htfd to the Hartford or Aetna without having to get on another bus downtown
314. I don't use the computer

315. I think all drivers should be talking to you to see if somebody running for bus you don't drive by them remember customers first without customers no job
316. Overall bus service is excellent I have had issues but they are very rare
317. In the morning the bus is usually on time however at night it becomes impossible to know when the bus comes if it even comes by night I mean after 5:30pm
318. Bring back the Capital Ave loop so I don't have to walk a mile from Central row to my job on Hudson
319. Would like to see a bigger bus for our rt. Very crowded also like to see one more afternoon time added Currently 4:10 and 5:10 what about 4:40?
320. The 2
321. 55 pickup time needs one additional bus from Hartford to Enfield on the day before a holiday weekend or in inclement weather when work closes early. Most of the businesses release employees early on those days and the buses are over capacity and unsafe. By scheduling a 55 passenger bus at this time on these days as well as a local bus you can ensure riders will have a safe trip to their destinations
322. e is not applicable to me
323. I have been a bus rider for 35 yrs thank you
324. The 83 bus is always 10-20 minutes late. It is not the drivers fault you need to make realistic schedules
325. Awesome thank you for providing this service
326. We usually have a great driver in the morning but the drive this morning looked like he was falling asleep We love Morris on the 5:45pm trip to Enfield
327. Most drivers are excellent a few unfriendly ones over the last 8 yrs but most are excellent
328. Above response is for the large cruise buses the regular local buses often have issues with heat cold and comfort
329. There is one foreign driver male who is abrasive and has road rage with the exception of the gentlemen in the comment above
330. For those not used to traveling by bus the lack of info about bus routes at the bus stops is a real barrier to expanding use
331. Bus is extremely useful I try to use whenever possible
332. I think the bus company should communicate with police to enforce no parking at bus stops
333. Lost something on the bus. Driver turned it in customer service was helpful when I called in
334. When it rains some buses leak water
335. I think you should cater to the express riders we're taking the bus cause we want to not out of necessity
336. 35% of the time you have good service
337. The Peter Pan bus which I take is sometimes late or never shows for the 5:45pm out bound of Hartford
338. I would ride more often if the time schedules were more reliable
339. I never used the web site before but now I will
340. I love the express bus recommend getting an earlier one around 2:45pm or 300pm
341. Please don't reduce service we need to encourage more folks to use public transportation to help reduce carbon emissions in the environment
342. 4:15 bus home leaving from state house square is never on time! Not reliable at all only line out of all bus routes that is not on time
343. The above rating applies to the last few months as long as we have a dedicated driver we have good service
344. I wish bus operators could monitor customers cell phone use most times the bus is very noisy w/ cell phone usage very annoying
345. Overall I think services are very good except Sunday schedule, it should run more frequently instead of every hour it should run every 1/2 hr
346. During a blizzard in Jan or Feb your website did not have accurate info. bus schedules it said routes would resume at 11 and they didn't I waited in Enfield for 45min your customer service center said a bus was coming and it never came
347. Morning bus 3 are too small, when the coach bus isn't in use there are too many people standing not acceptable. Cars cut into the carpool lane and slow down the bus on I84. bike locker not usable
348. Would like to see earlier bus than 6:40am People need to work at 7am and losing people taking bus going to Marlborough for 6:15am bus or people are driving in with their car. Keep 12:15 bus to Glast Marl Colchester

- people need appts in afternoon and people get sick. Need to shovel walks in front of bus in hartford or be expectant for lawsuits from people falling as they're getting off the bus
349. Most drivers are rude & unkind rules change all the time with different bus drivers. Drivers assume you know all the changes in the rules. Most drivers don't help you to figure out the next bus don't tell people to put up strollers and drivers begin to drive before me and my kids sit down
350. Ct transit is a big help to me Thank you so much!
351. Ride into Hartford is usually much better than the ride home. Sometimes afternoon ride is very crowded with people jammed in the aisles
352. I recommend riding the bus to others often keep up the good work!
353. Dispatch should be able to provide a honest communications when riders call about bus delays often rider are not given time appropriate details and they need to get to their work destination
354. Overall I am most pleased and thankful to be able to commute to work via a bus. In my humble opinion the Peter Pan line does an excellent job in handling our commutes Thank you very much
355. I am so impressed with the safety and reflexes of your drivers their patience is also excellent
356. I am glad to used this greater Hartford bus every day at 10 minutes before 6am the bus operator is very courteous and a happy person
357. Can you provide bus service route b to have a stop from aspen woods at buckland street rather than taking all from park and ride we have more than 4 people currently using 82 & 84 service this will help us reach soon
358. Haven't had a chance to use the website
359. The bus does not follow the printed 21 middletown old saybrook express brochure. It makes two stops for aetna employees which causes time delay for those going to the state library . After pearl street the bus should go to capital ave then sigourney street after 2nd aetna stop we go onto the highway to state library I will be reporting this to commissioner of dept of transportation if not resolved soon routes on brochure must be followed no substitutions thank you
360. We need more express buses to Hartford and to Bristol in the morning to Bristol @ 7am and Hartford in the evenings @ 5:30 or 6pm
361. Bus trips are usually on time respect service that has helped me plentifully
362. Afternoon buses are usually late. Sometimes >20 late sometimes it doesn't come at all We are left waiting for the next scheduled bus.
363. West Farm Route bys 64-39 32 That refuses to let you on the when its bad weather why should I stand in the cold weather and you need two buses on Saturday night why? too many people waiting for the bus
364. buses could be cleaner
365. Vine Street bus Rude drivers . The driver looked like a Black Panther member with a Black Beret hat on
366. Express bus should have WI Fi Access Thanks
367. Sometimes the bus driver can be a little grumpy but usually the bus is quiet
368. Bus Drivers leave time points early MFSS bus and connecting bus need more supervisors on routes
369. Buses should be more frequent
370. The 62 , 64,66 buses are often very crowded at rush hour I wish there were a few more buses running @ 4:30-6pm
371. Thanking You!
372. I wish there was a bus 83 arriving in Hartford at 6:50 many at us start at 7am and the 6:58 arrival bus doesn't get in until after 7am!!!
373. I would like it if the Bradley flyer still went through main st after 9pm especially on the weekends
374. Better Service
375. I enjoy riding my bus from Hartford to Bristol everyday for 3yrs It would be nice to have more express buses to Hartford besides the 4pm last one
376. Some of these bus operators is too hype and think they are to nice to answer anyone simple questions. They need to retrain in working with the public, this is what they chose to do , to become a public servant
377. I like and need the bus option and various times because I don't work a consistent schedule and it's too far to drive
378. CT transit is doing a good job don't cut down on transportation because people need the bus to go to work and get home.

379. Bus drivers should pay more attention to stops and not try to make lights. I was passed today causing me to rethink my plans and waste time.
380. Return trip from Hartford Bus usually not on time
381. On the website, unless you know which route you need it is almost useless for trip planning should be searchable by destination
382. bus 21 is rarely on time in the afternoon. 10 and 20 minutes late is not usual
383. too often late or issues with the handicap lift
384. Have never called the customer center.
385. Need late evening bus route 10 morning 8:10 towards hartford need bigger bus
386. Take child out of carriage enforce the rules
387. Occasionally the commuter bus (first one in the morning) does not arrive and I take the second bus. This gets my day off to a bad start.
388. Mario is an excellent driver very personable
389. I am a senior and it's very hard standing so long on my knees. More buses more stops please put the bus stop back at 487 new britain ave there use to be one there a long time ago
390. Enforce NO RADIO PLAYING AND NO SUGARING
391. Some of the drivers are so rude . I wish there was another bus service It's disgusting the way they treat you!!!!
392. Wish the bus from Windsor to Hartford ran more often, or if there was a windsor to Manchester bus MCC Pipe dreaming I know But would love to cut down my 1.5hr commute
393. 47 Buses do not run on time in the evening. 4:00pm is always late 4:20/4:25pm also are not on time Problem is ongoing
394. I've been riding Dattco 30yrs Many times a scheduled bus driver arrives excuse is bus broke down our buses are only 1yr old except Domingo the most unsafe driver I've ever encountered Old Saybrook is one of Dattcos oldest run since 1970's but we get the worst service when things are not going ok, w/ bus company shortage of drivers bus that breaks down or handicap lift doesn't work I ride bus 1hr or so to get to work I work 8 hrs I only ask that the bus leaves 0-5 min. after scheduled time to get me home. I;m tired, I don't want to freeze in the winter I just want to head home after a hard day at work.
395. PM return trip at 5:05 is not reliable , depends on the driver. Some are good others are completely unreliable. All other buses to Cromwell Glastonbury, etc. are on time except Manchester #3 why?
396. AM bus Tues-Fri, has arrived at the lot consistantly late - 5 min or more. In the past the PM bus was late everyday to the point I had to drive to work if I needed to be on time. Numerous riders called
397. I love CT transit it's the easiest way to get to work. Hartford is too expensive to drive to and park in daily.
398. This survey will convey nothing about the needs of the passengers, residents. The survey is to find out what people actually need, though i don't think you really want to find out
399. I couldn't afford to take the taxi
400. Good
401. web site maps are confusing a lot more hurry up and wait compared to Boston MBTA
402. Had an accident with the company you didn't return calls even though I have called more than once
403. I don't like the fact that people don't say thank you or cross in front of the bus
404. Thank you for your services to our communities. Not only are your buses safe to ride but in expensive as well
405. Wish Enfield bus ran more
406. Hold times @ times can be long, but service needed because not everyone uses modern technology
407. Do Not Cancel Any Services !!
408. These buses should work on being on time!!
409. Need to have later 83 buses
410. The afternoon routes are usually late and they never stop in the same place even if other buses aren't there. The drivers adjust the temp according to what they want no heat on cold mornings, some days it's as cold as a meat locker
411. Good not Bad
412. No baby carriers People fall over these carriers The isles are too narrow
413. Overall the 91 is good , 83 however isn't after 4:00

414. There should be also more buses on Sunday people depend on them. But they can't come late when you have to get to work on time 8am bus ride will be wonderful
415. Job well done to all thank you for all you do to help people that do not have a car God Bless
416. When it's time for me to go home I have to wait an hour to a half hour for another 42 bus to get home so that bus needs to run more often
417. Great job for the storm service. Bus drivers were great appreciate all they do!
418. I rely on the 63 route exclusively. The new Britain ave bus is a few blocks away and I cannot walk far
419. Have better services on Sunday for IG 92 90 to Buckland / Mall
420. The drivers are very nice
421. Have depended on this bus for years please do not take it off the schedule
422. Could not get to work without the bus
423. You need an express bus to Waterbury
424. Very few drivers are courteous say hello. They start driving before you sit making it unsafe. They NEVER lower the stairs for you to get on or off. The 703am 47 driver for Jordan Lane is not very nice. He waits down on the street before it is time to start his route rather than park in front of the commuter lot so you can get on the bus and wait. Why were all the shelters removed from this area? If I had a choice I'd rather not take the bus than put up with unfriendly, unsafe drivers who tend to be late!!
425. ct transit is excellent
426. The service is usually perfect although in the winter there could be more buses added on the routes
427. Afternoon run times can vary 15-30 min should have phone app that tracks run times or post status on ct transit website
428. Please keep the 92 bus service
429. To pay ridiculous parking fees this option is greener & saves my family money+ lessens traffic in Hartford. I love having the bus to take
430. More people should take the bus
431. No complaints enjoy the daily bus trip from Colchester ct to downtown Hartford
432. Need to add more buses coming into Hartford closer to 8am
433. Some drivers seem to not like their job and show it in how they relate to passengers
434. Drivers should wait until passengers are fully seated before moving bus. Moving the bus too soon puts passengers at unnecessary and avoidable risk.
435. Very personable and helpful driver.
436. New rider - not used to the bus experience, but satisfied at present.
437. Over the last several mnths, most of our bus drivers on Express 4 have been polite, pleasant and safe drivers.
438. PS Last year in Dec. or Jan. we had a very mean and non-helpful bus driver (male). He was rude and a very fast and unsafe driver. Fortunately I no longer see him on this route. I know others complained about his unsafe habits.
439. You need to develop some customer service classes. Some bus drivers are rude. Some will see you running and still pull off. I was in the middle of the street trying to get to the bus, he just pulled off. Winter is coming. Passengers should not have to get on a bus in a snow bank. Additionally, if a passenger says Good Morning the driver should reply. Smile sometimes.
440. The AM driver (7:44) is very rude - no customer service skills to speak of. Running red lights and I fear the bus will tip when he takes a corner.
441. Earlier bus on Sunday for New Britain Ave. There needs to be a Broad St bus running on Sunday.
442. Keep it up - the commuter service is great
443. Love the bus
444. The bus drivers on Post Road are uniformly excellent.
445. On this route - Farmington Ave, Barbour and Old State House see you coming and pull off.
446. The Collins/Post Road drivers are great - courteous, friendly and they look out for regular riders esp on late afternoon runs.
447. The 83 Bus is usually 10 - 20 minutes late. It is not the drivers' fault. You need realistic schedules.
448. Collins is especially courteous and pleasant - Buckland service is good.
449. Needs buses running on Sunday on both routes.

450. I enjoy taking the bus - the bus operators are friendly and courteous and the buses are very clean.

451. In the morning bus out of Unionville is usually very good about being on time - The afternoon/evening buses have schedules that vary 15-30 minutes from the published times.

452. Most drivers are good but some tend to slam on the brakes.

453. There are a couple drivers that tend to throw me forward and back in the seat due to their slamming on the brakes the entire trip. Especially one fellow who bolts from the bus to light up his cigarette.

454. Most drivers are friendly; a few are not.

455. I love the drivers, they are always courteous and they really get to know their passengers

456. Great and relaxing way to go to work. Drivers are terrific

457. The drivers are courteous and personable.

458. Lost and found is good, too.

459. Thank you CT Transit

460. Don't eliminate the midday service on the express routes.

461. Farmington Ave Service is outstanding, bus operators are also outstanding.

462. Buses need to run often until 12pm

463. Some of the bus drivers completely disregard the schedule.

464. The service in the morning is excellent. In the evening it is very poor. Delays of up to 20 minutes or more are common.

465. Please do not take away any runs from Aetna <->Vernon<->Aetna

466. The bus service is at most times prompt, but I understand and that sometimes there are circumstances beyond the driver's control that will make the bus run late.

467. Crazy driver that seems to space out and not drive safely. She drives fast then realizes cars stopped in front of her, slams down on brakes. Also do not like the too narrow aisle on bus.

468. Bus service east of the river should have more routes between 820pm and 1145pm. Maybe 945 or 10pm? Routes 95 and 83 or 87.

469. The bus driver are usually different also daily, some as not know the routes or have left before the designated time leaving people behind. The drivers do not always know how to operate heat or a/c. Older buses are sometimes used that having exhaust fumes coming into the bus.

470. Customer service phone you can't even get thru to. Website gives erroneous information. During winter storm we were told bus service running at 10, no bus ever showed and when I called they said the bus couldn't get in the lot - totally false, the area was clearly plowed.

471. Overall service varies a considerable amount depending on time, day of week, drivers, weather, etc. it's probably a little better than fair overall.

472. I take the 615 #47 bus from Hartford to Wethersfield. It is usually 5-10 minutes late.

473. On 2 occasions this past winter the 4:05 bus to Glastonbury never showed up. It was extremely cold and windy both times. People were not happy.

474. If I take an earlier bus at times the bus is early and they don't sit and wait. Then I have to take a later bus :-)

475. Some drivers need training on how to be courteous. I drove for Trailways 64 years. I drove Liberty bus lines. I drove for Rudys limo for 25 years.

476. Thank you

477. Morning bus always on time; not so in the afternoon.

478. Afternoon bus leaves early sometimes.

479. Wish you could sign up for text alert if bus is running late. Sometimes you don't know if/when it is coming.

480. Average, quiet trip.

481. More buses at night and on Sundays would be very nice.

482. Express buses - drivers need more experience w/ heat or A/C, kneeling the bus, etc.

483. No complaints! I am very satisfied with the service.

484. I try not to call as I never felt I got good info.

485. Who plows the commuter parking lot? They do a terrible job!!

486. This route does not offer senior discount ticket, which is discriminatory!!! Dattco is chronically late leaving downtown Hartford. The dispatcher says there are mechanical problems when the driver indicates otherwise.

487. More trip on 63 bus and 69 on Saturday.

488. Ridership would increase if wifi was available.

489. Need more 86 buses for more than hours given

490. More frequent service during evenings and weekends please!

491. Most of the time the buses do not meet the regular time shown on the schedules or the website.

492. More frequent free connection shuttles would be nice.

493. There is no bus service in rocky hill during weekdsn. can we have 55 run a few trips after **** on Saturdays.

494. Lot of people standing in 10 route bus.

495. Can't beat the bus!!

496. I hope to use CT Transit forever!! :-)

497. I need the 92 bus back on Sundays and holidays. It would mean a lot. Thanks

498. Drivers should be more careful in leaving their buses closest to the curb. Not everyone can hop off.

499. Drivers aren't very friendly.

500. The 83 service is very poor 15 or more mins late often. coming from the mall to Hartford.

501. Need extra or another verson loop sw va 83 route.

502. The coaches for #6 Cromwell at 7:05 AM are too small in the aisle and hard to get on. Go back to the regular bus.

503. The J bus line is frequently problematic punctually; also the Edward St. "J" buses are completely useless. At least the Davis St "J" can get one to the next town! The "J" line also needs to be schedule to coincide with the train schedules. Sundays are also an issue in the evenings with no "J" line serve between 730pm and 1045pm. Many drivers are more concerned with running late than picking up passengers or helping them make their connections.

504. Drivers were very accomadating last winter!

505. Not easy to direct complaints about bad experience. Lost and Found is not easy or timely for important items.
Ex. briefcase

506. Please add 31 Day pass for seniors

507. Necessarity especialty north main street no 40-42

508. The only problem I have is the afternoon around 3 - 5 the bus is very crowded and I stand with my two babies.
Someting needs to be done about that.

509. During the winter months sometimes buses never show up.

510. Farmington needs sat/sun service

511. Bus dosen't leave on time

512. Bus operators are either very nice or nasty!!! Usually nothing in the middle.

513. Don't know about customer service or the web site.

514. Bus is late, coming home driver is very rude

515. Can we plase have service earlier on weekend so we can get to work like on the weekdays.

516. Thank you.

517. Need more buses to New Haven and weekend to Middletown

518. Please don't change our bus driver. He is on time everyday. He is nice and helpful all the time. It is so hard to find a nice bus driver. My bus driver pick me up at 7:59am on New Britain ave. His badge is 1784

519. I really wish the bus drivers would wait for a passenger to get seated before pulling off. I've almost fallen on occasions because the bus drivers pull off before I can find a seat which cuold cause injuries to myself and to other passengers.

520. Need to make change upon payment of fare. Carrying exact changedoes not always work.

521. Buses are a very great service -- the most efficient people movers -- I always encourage co-workers to ride the bus and have converted many. My trip to work is too long a ride for a single occupant in a car.

522. Need a bus line that goes to East Hartford

523. Two of the best drivers 4 have travelled with one goes to bishop corner 510am and the other leave same destination 815am they are customer friendly and very courteous with their passengers and they think should be rewarded.

524. Thank you we need the bus!

525.They passed me by a couple of times at old Signs and bus shelters which should be removed when there's a new route. Substitute 'Accommodating' for 'courteous' on question B. A few years ago the new Britain site was older than the printouts. Hopefully internet schedules are the most up to date.

526.Too many changes in bus drivers for this route.

527.Most 47 drivers go too fast, then brake heavily. tough on riders. . . and bus.

528.Inbound Service is excellent

529.More buses to Fenn Rd trip 69

530.I appreciate several morning, several evening and the midday run to & from Cromwell

531.More bus to newington 69 on saturday and sunday

532.In the morning hours, we need more 82 buses to come to work.

533.Cancel buses that are not @ least 50% full to be more efficient and save money

534.The M-F 72 bus operator @ 8:21 is horrible

535.Calling customer service is a waste. They can't make the bus be on time. Need more frequent buses on route 39.

536.Buses such as 61 route need later service on saturdays and service on sundays.

537.I am very pleased with the bus service collins/post road stages)

538.There are occasionally problems with service, but overall I love riding the bus. The expense and stress of driving to work would be unmanageable for me. I don't know what I would do without bus service.

539.we have many different bus drivers. there is no consistency.

540.Occasionally buses arrive and depart early from stops. Have missed bus to/from hartford a couple of times!

541.One driver never opens his door when at the rail road track.

542.Just started taking CTTransit, had problems in the beginning -Drivers not senior/disable friendly.

543.Trying out different routes to avoid driving.

544.Need more buses to/from (J4) if prev. driver is 1 min late I have to wait 1 hour!

545.Need to have drivers not be too social and get going to arrive on time!

546.Bus operators have a bad habit of driving by and turning their head away as if they don't see you. that definately needs addressing.

547.I do not like climbing over snow mountains to get on the bus downtown.

548.Bus usually arrives on time but hardly ever leaves on time. always late!

549.Customer service at kelly transit is awful. They have left us stranded in the hartford claiming the bus will arrive. we are left in rain, snow and freezing weather. CTTransit should find another company to service the northwest corner. Complaints are never addressed.

550.There is 1 older driver that fills in that doesn't drive very well. I think he only fills in for other drivers because I don't see him much.

551.525 bus late 9 out of 10 times.

552.continue to do a excellent job and **** for low income family.

553.I would find it very helpful for the bus to arrive on time as the bus schedule indicates.

554.Thanks for bring 38 weston st bus back on route to hartford police department. Thank you so much

555.night bus late

556.Some of your center representative have nasty attitude when you call for information. Very snotty, not good customer service at all.

557.I normally ride rte 17, drivers are outstanding.

558.Dive go to fast all the time

559.Sometimes the bus 66 weekday from **** to Hartford 3:40 doesn't lower much which makes it hard to get on.

560.Some drivers are disrespectful and sometimes complete asses

561.Some drivers overcrowd the bus and if they are running late will speed and hit the brakes hard. Drivers need to stop over crowding busses. Not safe its a law suit waiting to happen (Thank you :-)

562.Do not typically get in to Hartford on time. Seems more due to traffic however.

563.On the weekends the bus is slower, arriving later than schedule on www.cttransit.com

564.The was is on time an the driver are really curtis.

565.wonderful job of the bus service good or bad weather. Thank you.

566.The bus online be off sometimes and the operators be giving wrong times sometimes.

- 567.The driver we have is very nice and make sure we get to the next.
- 568.Consider a bathroom on bus.
- 569.The company does a great job overall for the public in my opinion. It can and should only get better. Thank you.
- 570.Wish there was a way to know if a bus was running late. Would try to get an earlier one, or could at least stay inside longer. Waiting in rain/cold for a late bus is the worst!
- 571.Would like to see the requirement that strollers be folded. They are in the isle, causing a tripping hazard
- 572.Sometimes the 88 is early by 2-3 min and I miss it.
- 573.Often bike to bus during warm seasons. Love the bike racks!
- 574.Very dependable service well run organization.
- 575.I truly wish there was evening service and weekend service to and from Unionville. I need to be able to guarantee transportation for a job, but at this time there is no transportation available to Unionville center at those times.
- 576.GPS locators would be helpful as buses are often late.
- 577.don't have website
- 578.Cromwell route doesn't have enough 'nice' busses. We usually get ones that feel very old and run down, without a lot of seating. When we get the occassional coach bus, it really plusses the experience.
- 579.Many times the drivers have obviously been reassigned, so certain pickups don't occur. If Dattco is called, they just say that the driver is running late. There is never any warning or satisfactory answer.
- 580.More service that includes the University of Hartford would be great- buses that go to campus don't come from or go to locations that are actually useful to students at the University. Many students live in the West End, but there is no direct service to the University from anywhere near there.
- 581.We need our bus driver to be on time. We need more hillside busses and we need more 95H busses going to and from glastonbury. 95 drivers are always late in the PM especially the 3:30 and 5:14. please fix this.
- 582.Understanding that traffic and quantity of passenger pick up plays a key factor in upsetting the posted times for certain bus stop locations, it is still very frustrating to wait well over 30 minutes for a bus when you arrive 5 minutes early. I just missed the bus today, heavily annoyed with massive traffic blocking me from crossing streets only to see my bus zoom off with out a care. My BIGGEST concern is Sunday, why are the buses ALWAYS 20-40 Min late, I have NEVER caught one even remotely closes to the actual intended time of arrival. Overall I am sure no one cares about the peoples surveys, but I appreciate the bus services, entirely, but still catching bus may save money, only leaves you with a throbbing powerful migraine.
- 583.I usually take the 76 on days when I have to go to work and some times during the night they are never on time. Their were several times I had to wait for the bus about 10-15 minutes after the bus she be at my location.
- 584.Cutting bus routes and reducing schedules is a poor idea. Long term urban/suburban planning needs to focus on encouraging public transportation, not sabotaging it.
- 1) More buses on Weekends
 - 2) Nicer and more Covered Bus stops in Manchester (get volunteers to maintain?)
 - 3) Put ID markers/numbers on intermediate bus stops w/ an ability for CTTransit rep to tell you when the bus should be there?
 - 4) On hold too long when calling CTTransit...extend hours?
- 585.**Never rode city buses before (25 years in CT); (jpastorelle@att.net) *** Thanks.
- 586.54X evening is always early. Needs more bus after 9am
- 587.All the bus drivers do a good job.
- 588.Bus line should pay drivers more money. Schedule fare increase not in line with most mtropolitian cities. 2.25 is normal fare in NYC
- 589.Bus Co planned increase way pass due. pay your drivers more money
- 590.So many buses travel farmington Ave. They should be no more than 15 minutes apart @ way to the center or downtown Hartford.
- 591.Only problem is sometimes customers overtime weigh down seats becoming to flat. Some people have small body odder left on seat.
- 592.Excellent service thanks you. City Transit for been there for your passanger.

593. and bus driver do not tell mothers to fold up their carriages and they are in the middle of the aisle and you can't get by it's an accident waiting to happen and somebody can get hurt.
594. Need to put the 92 back on, on Sundays
595. Morning driver is a little heavy footed. Afternoon drivers are inconsistent.
596. Customer service take a long time to get to, also there should be customer service on Sunday, Also bus service for the 92 bus for church service and meeting, visiting loved one who are sick are in nursing home. etc.
597. Drivers don't let the bus down for elders. Sometimes the bus is overfull. Some time the bus is over full.
598. 52 Weeks a Year Elkanah is Trying To Get Into GODS Heaven**
599. I take the bus 5 days a week from Enfield to Hartford and I enjoy public transportation. CT Transit for the most part is not a bad system, their short comings come from budget reasons. I feel that if more was put into the Greater Hartford system then the bus-way idea would be unnecessary. Frequency on certain routes makes me wait 45mins or more to get to my home at the end of the day and I must arrive at work 60-90 minutes early because the scheduled busses stop at 730am. In short more buses to the suburbs and increase advertising to those living there. More buses would make it more convenient for those working the 9-5 jobs. Also enforce the rules of the bus. Only one driver I know of actually tells riders to be respectful of other passengers. The cell phone has replaced the boombox and I, along with fellow riders, do not want to listen to someone's music blaring from a cell phone at 7 in the morning or when I am trying to read. I feel it is conditions like these that deter others from taking the bus. At times it appears that CT Transit caters to those that have to take the bus (meaning you know that you will get their money) and not those that could but chose not to (missing out on revenue). I'm sure my 2 cents will have little impact but it is important that CT Transit is aware that more people do not take the bus because of the generally poor reputation CTT has for service outside of the city itself.
600. Really like the newer buses on express lines
601. Customer service representatives can be quite rude. I understand they may be asked the same question different ways multiple times a day, but attitude is not needed. Also it isn't fair to passengers who depend on the bus for work and appointments to have to wait 5+ minutes for the bus drivers to get food and cigarettes. Bathroom breaks are fair but other things they can do on their own time.
602. Bus #4 from Glastonbury to Hartford and from Hartford to Glastonbury is mostly late. Not very consistent. Have been taking the bus for the past 5 years. Could another bus be put on for 5:10 p.m. from Hartford to Glastonbury (St. Peter's Church)?
603. Hard to find schedules on Website.
604. Do appreciate CTT ensuring that the buses are on time.
605. CTT.com is difficult to use on mobile devices/smartphones. I'd like to see that improved.
606. The answer for question 20-bus arrival time is only for the current driver of the first 11 Hartford Express. We have had other drivers and they all seem to be early or on time, I would have rated them above average to excellent.
607. Need to have a later service on the weekday (9pm) and service on the weekend
608. There is a bus driver named Rodney that I occasionally have the pleasure of riding with on the 91 in the morning. He is a most courteous, safe, friendly driver. He offers a hello and a smile to everyone who rides his bus and provides any information that a rider may need. If he can not provide it, he gives them the avenue they need to find it out for themselves. He genuinely cares about his passengers and is probably the safest driver I have ever had the pleasure of riding with. He is an outstanding representative of your company.
609. Customer service can't do anything about a late bus only give out times. Need to put in a time period on your survey. Run buses for frequently and late and on weekends. I see people walking all the time because they can't rely on the busses.
610. It would be beneficial to many riders to extend the evening last run from Hartford to Old Saybrook to 5:30/6pm. Many of us are required to work longer hours so having a later run would be helpful. I am not able to take the bus on those days that I know I will be working later than 5pm. Worse, is when I miss the last bus and someone is required to pick me up at work because it is a long commute from Old Saybrook to Hartford.
611. Most drivers are rude or lack personality
612. Can you please extend all Express 10 buses as free commuter shuttle

613. My bus driver in the morning going to Hartford is excellent, always on time. The evening bus driver is late every night and does not know how to handle a coach bus and is usually not friendly and sometimes even yells at passengers. I do not feel safe with her. I also feel the 5:10 bus to Colchester should be split, with one bus going straight to Colchester and the other going to Marlborough. The 4:00 and the 4:45 are split. One way to accomplish this is to get rid of the 5:00 Marlborough only bus. There are hardly any passengers on that bus and they can wait until 5:10. Also the "3" bus comes too often. Sometimes there are two "3" buses at the same time waiting for passengers. This is a waste and holds up traffic while two coach buses are sitting there waiting. One more question, why is Colchester zone 4 and Marlborough is zone two. It is only ten minutes on the highway to get from Colchester to Marlborough. Thank you for your time.
614. I really appreciate the services of Connecticut Transit. Thank you!
615. My only complaint is that the maps and the stop locations are not very clear. Need to be a little more explanation of inbound/outbound stops. Otherwise great!
616. I wish the bus 36W was available more starting around 7 in the morning and ending around 10 at night. It would be more convenient than taking 32 or 34 bus because it would drop/off and pick me up close to my home which would prevent me from having to walk so far to my apartment especially at night when alone.
617. Drivers vary. Recently, the 5:20 bus has routinely left Pearl and Ann at least 5 minutes early. This driver is also the most aggressive of any that I have experienced.
618. Without you, I would not be able to get where I need to go and I appreciate your service. There are some drivers that need to be more courteous and some that are very pleasant and I actually spend time talking to for my ride. I have written many times, I try to write more with compliments than with complaints because I am sure you get plenty of those.
619. It would be nice if the buses real time locations were available on google maps.
620. I don't always feel safe with our driver....he is a bit reckless, runs over curbs, hits the horn inappropriately.....brakes hard and drives kind of fast.....if this can be addressed- would greatly appreciate.
621. I usually get my transportation routes, and times online. So, I don't need to ever contact a Customer Service Rep.
622. Peter Pan sometimes just skips runs, requiring a wait of at least 1/2 hour for the next bus run. The service is least dependable on days of bad weather (when you'd most want the bus to be available), on occasion skipping multiple runs. Their customer service line is absolutely useless. They either don't answer, or won't provide any information about where the bus is when it is not showing up.
623. A web site that provided live location of a bus being waited upon that worked from all varieties of smartphone (blackberry, android, iphone, etc) would be very useful. This could provide better decisions on whether to give up and drive in to Hartford, or to wait for the bus if it isn't overly far away.
624. Perhaps they could use the existing Google Latitude (<http://www.google.com/mobile/latitude/>) to show the location of the bus on Mobile Google apps.
625. Using this existing Google feature should make it very easy to implement.
626. The Southington commuter needs to have more runs.
627. Bus drivers can have a better attitude..Stress Management/Customer Service needed..Drivers should go to all bus stops and not skip them..
628. 64 Bus has too many stops that greatly slows down the trip.
629. 87/95 not well time for my PM trip home. Several bus 4:30-5 but much fewer after 5. None are time well in connecting to the 64 bus. I must leave before 5 to get home at a reasonable time.
630. In the morning hours 54 route bus is at 7:05 AM and 8:35 AM in downtown. Please consider any opportunity of introducing one more bus at around 8:00 AM. Also if possible please consider a route to bluehills avenue via Asylum Avenue as there are many people going in this route. All of them come to downtown and take the 54 bus. Thanks a lot for this opportunity.
631. Overall service is good. The 39W that leaves Main and Gold at 5:15 p.m. does not arrive at Main and Park (South Green) until nearly 5:30 p.m. sometimes on my evening return from work to home. The #33 was on New Britain Ave this morning because of trees down on Ridgewood. I often take the #39 to work also. Don't like having to wait and transfer from #33W to #39 at West Farms to get to Wolcott Rd. and New Britain Ave.
- (1) For the Hartford Express route 3 morning pick up at Buckland commuter lot in Manchester, CT many of the drivers will not depart on time if they see a car pull

into the parking lot, They will wait for the person to get out of their car, grab their belongings, lock up and walk to the bus. Before you know it, the bus is running two minutes late and has not yet left. Then, while that person who just parked is walking to the bus more people have pulled into the commuter lot and so the bus has to wait for them as well, making the bus another couple of minutes late. Then the bus has to let passengers on at the other bus stop in the commuter lot and the cycle starts again of having to wait for late running passengers. I think the bus should depart on time and not wait for cars to park as this is unfair to all the passengers who made it on time to the bus, plus it may impact the driver's ability to be on time for his/her routes later in the day. If a person is walking towards the bus, then yes, the bus driver can choose to wait, but not if the person is still in his/her car. I know CT Transit says passengers should arrive 5 minutes before scheduled pick up. If that is the policy in place then bus drivers should make every effort to leave on time and not wait for a motorist who just pulled in. (2) Some bus drivers display the exact opposite behavior in the afternoon when picking up passengers in Hartford for route 3. Some bus drivers arrive early at the stop, let people on and take off while still being a minute or two ahead of the scheduled departure time. Also, when on-boarding passengers are literally running trying to catch the bus before it departs the bus driver does not wait for them but takes off. In some cases the driver may not notice them but a lot times the people trying to catch the bus are close enough to the bus that the drivers can not help but to see them in his/her mirror. Some times while sitting on the bus I see people running to catch the bus but the driver won't wait. To summarize my thoughts some bus drivers do not show the same courtesy to passengers in the afternoon as they do in the morning. Ultimately I would like to see express bus drivers strive to remain on schedule when not slowed down by city & highway traffic. If the bus is on time passengers can't complain but only blame themselves for running late. (3) Does CT Transit require bus drivers to synchronize their watches at the start of every day at the home base?. I think it would be helpful if all bus drivers were following the correct time throughout the day and not off by a minute or two. It appears to me that some bus drivers who are consistently early may think they are on time but are running ahead of schedule because their watch/time piece may be running fast.

632.Thank you for your time.

633.I have been taking the bus for a few weeks now and haven't missed a bus until last friday (10-28-11). The bus is supposed to arrive at 5:11. I arrived at 5:05 and waited until 5:45. It would be nice to get an email alert if a bus is going to be super early or late or breaks down. In the morning the 10 express is Packed and I have to stand for 30 minutes until we get into hartford. I have had knee surgery so between standing and waiting for a bus (there is no bench) and then standing on the bus my knee hurts. The bus ride home has seating room.

634.There have been some bus rides where I thought the bus driver drove too fast and feared he would lose control and we would roll over. This has occurred approx. 10 times this past year.

635.I am very pleased with the bus service.

636.Why is the 5:25p bus going home ALWAYS LATE by 10-15 minutes? It's gotten to the point where I either have to leave early to catch the 5:05p or stay late to catch the 5:45p. It's a consistent pattern with certain drivers and very frustrating!

637.Some drivers go too fast, even when people have to stand. Also, given the number of apartment complexes in East Hartford along Silver Lane, during commuter hours having more buses would make the loads less crowded. Many of the passengers get off before Silver Lane and Forbes, so maybe there's an option to add a shorter route that would make it cost effective.

638.Buses must be on time especially in winter. Five minutes waiting in freezing weather seems like forever. Once bus was 30 minutes late on 9 degree F morning. Driver said he got lost! It should be impossible for a driver to get lost. Your customer service reps need more training especially when advising customers on lowest cost fare routes. I was told I needed to pay a local fare of \$1.25 to get from work to State House and then pay

\$2.25 to get from State House to Cromwell Park and Ride. Your customer service rep did NOT tell me that I could have requested a zone check and transfer on the local bus and save the \$1.25 charge. I rode the bus this way for about a year. That is about \$300 I paid in fares that I did not have to pay all because your customer rep gave me bad information. Are you going to reimburse me? You said no when I asked. Most drivers are safe but you have a few race car driver wanna-bees. One took the exit ramp in Cromwell so fast everybody had to hold on else be thrown to the left side of the bus. He also had to apply the brake on and off hard to scrub off speed. What a wild ride. You also got a few drivers that love to tailgate other motorists then have to hit the brakes hard and fast. Finally, in the summer you need to find a way to KEEP THE MOSQUITOS OUT OF THE BUS AT NIGHT, Try having the drivers close that windows after they park the bus for the night. When it rains many of your buses leak FROM THE ROOF BETWEEN THE FLOURESCENT LIGHTS and drip down right on the customer. Closing windows does not eliminate this leak. Why do you still run those old white buses? They are the worst. They stink diesel, they leak when raining from roof AND windows, very hot air from engine compartment BLOWS HARD into passenger compartment. Get rid on them...they killing you.

639. many bus drivers are courteous, but a small number are nasty.

640. Bus is too full

641. Customer service reps should have hours that include all bus service hours. Website should be mobile-friendly.

642. add another bus after the 8:18 a.m. bus.

643. I recommend that your drivers get a yearly in-service training on customer service, because a few of your drivers do make your overall good service appear dreadful. I also would recommend that your drivers be trained on using a transfer when a customer has to take 3 buses to get to their destination, i.e. using bus 88, then transfer to bus 83C, then to 84...some drivers would want a passenger to pay another fare for the last bus. Lastly, the use of wheelchairs, some drivers don't know that the person traveling with a wheelchair client do not need to pay, and some do know that, but they want the person who is not paying to secure the wheelchair instead of the bus driver. Lastly...most of your customer service staff is very helpful, but there are days when some of your staff brings their problems to work with them and the general public gets the burden of their conduct.

644. Some bus drivers are very friendly. One or two have an attitude problem.

645. Aside from the occasional attitude problem, there are two recurring items that bother me.

646. First, some bus drivers do not lower the steps, which is very difficult for someone with bad knees. We shouldn't have to ask them to lower the steps. The buses kneel - that function should be used.

647. Second, drivers do not always wait until people boarding the bus are sitting down before they go. There is no reason why the driver cannot wait a few seconds, even 20-30 seconds to ensure people are seated. Someone is going to fall one of these times and get hurt. And, I would not be surprised if a lawsuit were to be filed.

648. Although my comments are complaints, I value the service provided. It saves a lot of money and aggravation over having to drive in. Thank you.

649. The busses are unbearably full around 11 am & 6 pm. Maybe a longer bus would be helpful. I've seen an extended bus drive through Hartford a few times. I believe those should be used for routes that have heavy traffic.

650. Bus is frequently late arriving at the Hartford bus stop in the afternoon. Often 10 min or so, sometimes as much as 30 minutes or more.

651. It isn't very useful. It never sticks to the schedule and it isn't very attractive to drivers because of long trip times.

652. Peter Pan has some maintenance issues. I feel they break down more than CT Transit busses do. I think that Peter Pan went back to using their own busses b/c they are too cheap to hire new drivers. A lot of times our busses are fresh back from field trips with sticky floors and popcorn everywhere. All of the other subcontracted busses (DATTCO, Collins, Post Road) still use CT Transit busses but Peter Pan does not.

653. bus service sucks never on time!!!

654. The bus is often too hot, and several drivers ride the brakes and this combination makes me nauseous. Last winter there were 4 incidents where the bus didn't come to my stop at all.

655. I think that on the week days the buses should run more frequently from burnside because they become dangerously overcrowded. Also, the afternoon bus for simsbury 11- it doesnt make since for the 1st return bus

- to be at 5pm when most individuals don't get out of work till 5pm and are forced to wait until 630pm. I think it would be more productive and helpful to customers if there was maybe a 5 and a 530 or 530 and 630.
656. It's a great motor of transportation, I'm glad it's here because if not I probably would have to walk a long way to school.
657. Even with the new MCI blue transit buses Dattco seems to be chronically late picking up in Hartford, and three times a month late picking up on the shoreline. Told it is mechanical problems when the drivers mention they didn't start until they had the required number of hours rest - not mechanical as dispatch tells us.
658. THE BUSS FROM KELLEY IS USALLY OLD AND THE BATHROOM IS BROKE.
659. I do not like that the Commuter Service is subcontracted to Kelly Transit. I used to ride the Enfield Express and the service was better, the busses more on time. I also do not like that the fares are increasing.
660. driver sometimes drives too fast
661. I have never called the customer service center or accessed the cttransit.com website
662. Sometimes bus leaves a few minutes early, leaving people behind.
663. The temprature is normally either too hot or too cold, the driver Kelly uses for Meriden 1 goes on the sidewalk, sits at the 1st stop so he doesn't have to sit elsewhere, excessively honks the horn. I generally just feel very unsafe. All this and gets us to the destination late in the time window.
664. Usually when we get a new driver or a temporary driver if he is late, I will miss my other connection to work.
665. More than one bus to Avon/Canton from Hartford. The last one of the day leaves Hartford at 5:40pm, most people work until 5pm. The traffic in the city is very unpredictable and delays can be indefinite, more than once because of traffic, I've been stuck in Hartford trying to find an alternate way to Canton because there are not enough busses to Canton during rush hour.
666. Once in a while the last Peter Pan bus in the morning does not show up, but this is a fairly rare occurrence (two times a year or so) and the last time it happened, they did immediately send out TWO more buses to try to make sure everyone got a ride.
667. buses are too small, they are arranged in a poor fashion inside in comparison to other cities. for example the fact that there are two rows of two seats in the front section of the bus removes the standing/maneuverability of those on the bus. In a way it defeats the purpose of buses carrying as many passengers as possible through an efficient use of space.
668. There need to be evening, late night, and weekend buses. It's very difficult to access Union Station or the transit options in Hartford for people in smaller parts of CT who don't have cars. Many people who have been reliant upon public transit move to CT from cities like NY and Boston so they can enjoy a lower cost of living. There are also a great number of CT students who rely upon public transit to get to conferences and other important events in CT's larger cities and in NY and Boston. Being able to connect to different parts of CT during weekends and evenings via bus would help thousands of people and would help the environment, and the economy.
669. Pls. extend 8:00 AM bus as a Free commuter shuttle.
670. It would be easier and more convenient if the bus originated in New London/Waterford area
671. the Kids make too much noise, too many kids on this bus.
672. The bus going home never arrives on time.
673. This service is operated by DATTCO. While DATTCO has other express routes (Old Saybrook, Cheshire), this route is always "stuffed" for lack of buses which is presumably due to drivers on private charter runs. Also, the location of the commuter lot is a joke (middle of city) which requires going through multiple traffic lights to get to the commuter lot.
674. On October 18 & 19, the 4:45 p.m. bus from The Travelers had at least 4 people standing to Bishops Corner.
675. The 7:09 a.m. from Avon and the 4:45 p.m. from Hartford are usually full to capacity on Wednesdays.
676. The one answer that is bothersome is: "I don't know." It would be more helpful if you would get a "I don't know, but let me find out for you." (Drivers, Supervisors and Customer Service) They seem to forget that the people riding the bus are customers and if a question is asked, an appropriate answer is needed.
677. Operators need to pay more attention to the schedules, to be sure they arrive on time and leave each stop on time (i.e., not before the scheduled departure time). Our afternoon operator is at least 5 minutes late to pick

- us up almost every day. And some operators will arrive at a stop early and leave as soon as everyone at the stop has boarded - even if it is prior to the scheduled departure time.
- 678.I depend on the bus because I do not drive. Please do not change my route! (66 at least to Westgate)
- 679.Although there have been recent improvements in commuter bus service, Nason Transportation dba/Kelly Transit is likely the most inept, unprofessional organization on the planet.
- 680.The John Fitch route is bad for he last scheduled trip is before 6pm. Also, this does not allow me to partake in any events downtown, this route is not treated as well as other routes for convenience.
- 681.Could use more buses in the morning. Our bus is getting more and more crowded.
- 682.When it rains the bus leaks from the roof at the seams. This happened on bus 407 and 6 seats couldn't be used because they got wet from the windows and roof leaking.
- 683.Service on the Shouthington/Cheshire has had improvement in the past year. In the past the first bus out of Hartford would not come at all or be very late. This only happens rarely now.
- 684.Bus ridership should be encouraged more. We need to get more cars off the road. Prices should be reduced and bus should be maintained better (PeterPan) so we don't break down so often.
- 685.I think you have to encourage people to make greater use of mass transit by keeping fares reasonable and schedules consistent. CT Transit should also recognize that some people in Hartford proper work late (i.e. after 6 p.m.) and that it would be nice if more suburban buses didn't up and quit around 6. Also, more people would use the shuttle if it stopped on Market Street rather than in some unknown location behind Constitution Plaza. Market Street is well lit at nite.
- 686.Please restart the Capiol Loop for the commuter shuttle, especially for the afternoon trips. . Now that there is only the Asylum Loop, the trip rfrom 410 Capitol Ave to downtown Hartford takes too long in the afternoon for me to make the connection to the express bus. Instead, I have to use the Local 63 or 69 bus, which runs much less often than the old Capitol Loop commuter shuttle used to run and is therefore much less convenient..
- 687.Comments refer to the Dattco Bus Company.
- 688.I ride the Peter Pan bus. Would be helpful if I could buy the 5-day pass at the CT Transit kiosk in downtown Hartford rather than pay the bus driver every time I need to get a new pass.
- 689.pls do not discontinue the noon bus
- 690.always late arriving down town, leaves 5 to 10 minutes late. leaves the bus unattended at the airport, this is the 420 bus, plays the radio, top speed on highway is 50 confirmed with gps.
- 691.The only problems I have had were with the lack of timeliness of the buses during the winter months. One time the last scheduled bus on the route never showed up at all. After an hour waiting in the freezing cold, I had to call someone for a ride.
- 692.A simple greeting and "have a nice day" would be awesome some drivers are great at it ... others need lessons in manners.
- 693.Kelly Transportation buses are disgusting. They are is poor shape, some days I wonder if they will make it to work. Buses smell, floors are sticky, loud engines noises. CT Transit buses are much nicer
- 694.I am a big fan of public transportation. However, I have not been impressed with CT Transit. Many times I have found that it is faster to get to my destination by walking rather than wait for a bus to show up. Buses are usually much more than 5 minutes late to a stop. Usually they are about 15 minutes late. I think the weekend bus service is horrible. The buses only run once an hour on the weekend and simple errands take all day.
- 695.I also think the lack of communication between the buses, the ct transit phone line, & customers is horrible. Buses should tweet their locations so riders know if a bus just passed or if they are still on the way. It would be an easy solution and would prevent drivers from taking short cuts to avoid traffic or whatever and missing riders who are waiting for buses in the appropriate spots.
- 696.I have been disapointed in my time riding the bus but some easy solutions like the buses tweeting locations or running more buses on the weekend would help.
- 697.some busdrivers on the return trip to Windsor
- 698.are grouchy. The Bus drivers going are excellent
- 699.Would like service to run after 7:00pm. weekdays and definitely weekend service to and from unionville instead of just to uconn. need better service for transportation to and from work. nobody will hire unless transportation is guaranteed for longer hours. thank you.

700. Surprisingly timely with all traffic congestion etc.
701. Need better tire traction in Winter – chains, snow tires
702. It would be convenient to have a 12:00 ride leaving from Vernon to Hartford M-F for any a.m. appts, still have the convenience to get to work for the afternoon
703. the saybrook to Hartford route is a pleasure : driver- excellent-always prompt /schedule-flexable/
704. The bus is usually early. I try to take the 46 bus leaving Elizabeth/Greenwood at 8:11, 8:21 or 8:31. and they should leave Albany & Vine at 8:24, 8:34 or 8:44. They are always leaving at Albany & Vine atleast 4-5 minutes early. The drivers are rude if you ask them a question, especially the driver, that is suppose to arrive downtown at 8:55. He normally arrives downtown around 8:50.
705. I wish there could be some signage on the bus that would indicate that personal cell phones & personal music devices s/b kept low for the convenience of other passengers. Every now & then a bus driver will say something to a passenger but that is only if the music is overly excessive. But passenger s/b encouraged to wait until they are off the bus to carry on cell phone calls, and to keep their music low.
706. Would ideally like to see the route extended well INTO Waterbury, not just near it; having to drive 15 minutes just to catch the bus takes some of the perceived value out of it. Maybe Exit 23 commuter lot, or even into/near downtown?
707. Though the service from the independent carrier that services these routes has improved there are still issues with being on time.
708. Driver Joyce can be rude and her remarks towards other vehicles/drivers is uncalled for
709. The 95 is a great route, but it lacks Sunday service.
710. Kelley Transit is unique thats for sure. Overall is ok but there are times when drivers are not the best. In the summertime, AC is often broken. I've known a few riders that have stopped riding because the drivers are not good drivers. When you call dispatch if there's an issue or a late bus, they dont know where the driver is or even know whats going on. Not very helpful at all.
711. good
712. I have seen a disregard for passengers (especially elderly/disabled) recently by the drivers. The drivers do not pull up to the curb for passengers to get on//off bus; get annoyed if asked to lower the step; if asked a question either ignore, snarl the answer or have no idea about the route being driven. Also, the newer drivers can't/don't even speak English (let alone Spanish). Drivers also have been running red lights (not yellow); speeding & making a right turn on a red light when not allowed. Drivers need driving & passenger safety remedial training.
713. NONE
714. Bus service from the Industrial Park Rd. Middletown lot into Hartford (Cromwell Express - 6) is very good.
715. Biggest complaint is that bus drivers will pick up late comers in the parking lot sometimes delaying us up to 5 minutes. The policy should be once the bus shuts its doors the driver does NOT pick up anyone else.
716. Lately, when our usual bus driver is not there we get bus drivers that don't know the route and are late.
717. When I have called the Customer Service because my bus has not showed up, always just says the bus will be there in a few min, which is never the case.
718. Driver turnover for our route is surprisingly frequent. But reliability of service has been good recently (somewhat better than in the past years).
719. DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!DO NOT DEPART FROM TH 1ST TIMEPOINT EARLY!
720. The morning buses tend to show up 10 minutes after their schedule time. The buses home from Hartford are extremely inconsistent. The 4:30 often times arrives at 4:50 and the 5:25 often arrives at 5:40. Not looking forward to this winter and waiting for the bus if it is always late in the summer.
721. Points of Praise: current driver for the 2nd bus on the #21 route, is ALWAYS friendly and courteous. Not sure his name (i think english is a second language for him) but he has a nice well-natured manner about him, and is effecient and speedy with the wheelchair lift for the handicap passenger.

722. Opportunity for improvement: One of the female afternoon drivers (Joyce) needs to tone down her commentation of other drivers, and focus on her own driving. Her comments are off-putting and unprofessional of a skilled operator. She seems annoyed when she has to operate the wheelchair access.
723. The afternoon #21 bus that should arrive at City Place at 4:10pm is almost always late at least 15 minutes.
724. Very convenient times in and out of Hartford and cost effective. Thanks!
725. I have been commuting using the Hartford Express Bus Marlborough Park & ride for the past 2 years. Overall I have had a positive experience. For the most part the drivers are decent, but there is a large variance with all the different drivers as to how well they abide by pick up times and how slow or fast the drive on the highway. I take the 6:13am bus each morning that should arrive by 6:33 am at Central Row, they usually get us there by that time, but pick up time seems to vary and in the winter it is not pleasurable waiting extra time because the driver doesn't always arrive in Marlborough at 6:13am.
726. There needs to be a senior 10 ride pass for commuter busses - zone 2 and 3.
727. The Express Bus service is generally timely, friendly and efficient (especially since the older express buses have been replaced AND with the addition of some motor-coach sized buses). It saves time and traffic-aggravation, and has been a cost-effective means to commute. There have been few breakdowns since the older buses were replaced.
728. Really the only drawback (and this is only sometimes) has been during the worst weekday winter storms, when there aren't always enough buses to handle corporate early-release surges of commuters. But, it's been clear that you have been working to resolve this situation.
729. I have been a regular commuter for about 8 years.
730. Thank you for this great service that you provide!
731. We usually get the coach buses which are very comfortable and clean.
732. I believe you should have a bus go from Hillside ave to downtown like at 5:30am near Catherine Street this way I could get the Enfield Bus at 6am. If I don't get a ride I have to walk to New park ave and catch the 5:30am bus near Flatbush ave which is 6 blocks from my house.
733. Driver is way too slow and usually causes people to be late for work.
734. CT Transit seems to make decisions not in the best interests of its passengers and doesn't seem to care about the convenience of its customers, i.e., where stops are located, etc.
735. Sometime a local city bus is used instead of a coach type bus to travel from Hartford to Colchester, which I don't view as safe as a coach type bus. The local style bus is also not as comfortable as a coach for this 35 mile trip. This also occurs at times for the commute from Colchester to Hartford.
736. The buses are very dirty. There is trash on the floors and once someone had thrown up in one of the corners of a seat.
737. You discontinued the stop at The Hartford Insurance so we have to get on and off at the Aetna stop which is not fair. As it is only some of the busses come up to Asylum Hill area so taking our stop away caused a lot of The Hartford Insurance people to stop taking the bus. We can transfer over to the 72 or 74 bus but they do not run very often. Can you look at options for changing the route so that The Hartford Ins. Co. has a closer stop - It is not very safe especially once it gets dark earlier and in bad weather. We used to get let off in front of the building in the morning - now we have to walk up Farmington, walk up Asylum Place, wait to cross at the light and then walk up the hill to our building. In bad weather we could be soaked by the time we get inside. The other problem is the corners of the streets are not plowed so we walk in snow or puddles some times up to knee deep.
738. I would like a covered bus stop at my location. Also when bus service was suspended during the winter storms there was inadequate notification. I was also unable to get thru on the customer service line to get updated information. The information that I did receive was outdated. Better job needs to be done when suspending service to notify people who depend on the bus. I was stranded for hours with no way of knowing when or if a bus would come. Also the emergency pick up service does not work for 10 trip pass holders. I use this type of pass because it makes the most sense moneywise.
739. I very much appreciate having the CT Transit Bus system available to me with its current schedule line up. It saves me a lot of money and hassle. I would not recommend cutting or reducing services.
740. Thank you!
741. Bus drivers should wear their seatbelts at all times. I've only seen one woman wear it.

742. The bus leaving Aetna Sigourney Street at 3:35 PM is ALWAYS late by 10 to 15 minutes
743. The departing time for the morning commute for the 8:31 56B cuts the time too close to 9:00 to get to work on time; hence making me (and I imagine others as well) late for work every day. In addition, because I get out of work at 5:00 (as do many people) I have to wait a full half-hour until 5:30 to get the 56B back to Bloomfield Center.
744. In the evening the bus driver is supposed to arrive at 5:24. The bus is rarely on time arriving more toward 5:30. The time should be changed to make the bus arrive on time.
745. On more than one occasion when the bus does not come we have no way of knowing where it is or what is going on with it. We try to call dispatch and get no answer. So we are left stranded with no idea where the bus is or whether or not it is coming. Most frustrating to be left with no communication. A major flaw in the system. You should have email notification or voicemail notification sign up so at least your riders aren't left stranded. They come from a far distance. Please consider doing something about this. Accidents happen traffic gets rerouted. We are aware of that. Riders need to know what is going on so they can make a decision about what to do in terms of arranging for another ride, etc.
746. A few of the bus drivers don't offer to lower the bus. I feel uncomfortable asking and prefer not to draw attention. Jumping down from the bus in heels is not that safe and I wish they would be more considerate. Most of the drivers are, but a couple are not.
747. I am thankful there is a bus that I can take from my hometown area to Hartford. I have time to relax before arriving to work for a full day's work which could be stressful and then able to relax heading home. The CT transit is a good to have available to remove cars off the Highways cutting down on traffic congestions.
748. Bus Service is unreliable, they frequently combine the Torrington Route with the Winsted Route, making a long commute even longer usually an hour 30 min - an hour 40 min when combined. Usually takes an hour 15 min to get to get from Central Row to St Pauls Church (which should take more than an hour). Additionally the morning commute (6.57 from Torrington - St. Paul Church to Central Row), does not arrive until after 8:00. This time needs to change to give people time to walk to their place of employment and get there by 8:00
749. pet peeves:
the interior windows are frequently filthy.
-the no eating on the bus rule is not enforced.
750. Great Service, best public transport system I have used
751. It is not the morning commute that is typically late, it is the ride home. It is frustrating on Friday afternoons when the bus is typically 5-10 minutes late. How about an email alert that people could sign up for that lets people know where their bus is? It is an easy way for people to get alerts and I am sure would cut down on the calls into customer service. At least people would have a better idea of when to go wait for the bus. It sucks standing in the cold for the commuter bus! We recently had a day where 5 bus routes were consolidated into two runs (the Southington/Cheshire and Bristol Express). Completely ridiculous! The first bus for the Bristol run showed up at 5:25 and it was running all the routes. Dattco is completely unhelpful when calling there to find out where buses are. While there are definitely days that I am sure are more challenging than others, there needs to be more consistency with the pick up for the routes home. I think email text alerts would be a very good solution to letting customers know where their bus is and when they can anticipate the actual arrival.
752. great service keep up the good work.....
753. I have been using the bus for almost 7 years. For the most part the drivers have been fine. But when there has been any issues where I needed to call because a bus did not show up or was very late, the customer service rep has usually been rude or abrupt and not very helpful.
754. Parking lights are not lit at the commuter parking lot and this is dangerous. They have always been lit for the past 10 years I have parked at St. Augustine Church Hopewell Rd.
755. I ride the bus system a lot, a lot of the buses have the same garbage for several days in a row, lots of religion graffiti and or stickers on some of the buses.
756. It would be helpful if the bus ran more often, especially in the evening
757. Except for the fact that DATTCO needs to show us an improvement on picking up disabled passengers.
758. I am dissatisfied with the proposed change in schedule for the coming year. The elimination of the mid day service is unreasonable considering the amount of commuters that take the express bus into the city. If CT

Transit wants to eliminate mid day service than subsidized parking should be provided to people who need to drive to the city when they need to leave work early since the bus will not be available at mid day.

759.the drive to work would almost be prohibitive due to the cost of gas, wear and tear on my car and parking fees this service is essential to so many of us! it is such a positive thing! keep it up!!!!

760.sometimes the bus leaves before the scheduled time, like this morning, left 1 minute early and left Hartford 1 minute early last week - I would give that a '2'

761.Pls. start the 7:00 AM bus later 7:30 as it will help to reduce the crowd or later two buses.

New Haven Division Comments

1. 10/28/11, 11:20 PM Started from Amity Road in BI bus, the driver she is horrible misbehaves with passengers and irritates everyone. I'm sorry but I have to complain about this issue. Thanks.
2. Good Service
3. Sat-Sun Shuttle to train Station would be great. I travel every Sat and Sun.
4. Bus is always late at the end of the day.
5. I commend the bus drivers for their service this past winter. Unbelievable weather. Polly was my driver going to work. She was great.
6. Driving is excellent
7. The buses are genally a good ride.
8. D Bus is great.
9. Usually on weekends the bus is late.
10. Please don't cancel any F buses. I need them to get to work.
11. Expand - Make more routes and have buses run longer.
12. Carmen, #354 is wonderful.
13. I take the bus back around 5pm it's very late usually. Sometimes really late 30-45 min.
14. Some of the female drivers are rude towards other female passengers
15. Don't increase fares put signs up to designate bus stops
16. Time the buses around the highest # of passengers each day.
17. "I ride a bike sometimes and I noticed that most)
18. O2 buses don't stop @ the ella grasso Blvd. because their late so they don't want to stop because of my bike @ around 11am-3pm"
19. Well done New Haven transit thank you!
20. Good job!
21. When you have a complaint nobody ever gets back to you with an answer.
22. We need weekend bus service for Route S
23. Most drivers are very snubbie and most have bad attitudes but for the most part I enjoy the ride because its the only way I have to get to work.
24. I catch the bus home at Chapel/Orange something needs to be done about the drunk homeless people that hang out at the bus bus stop and be people or harass people.
25. "Please have late run every day. Thanks!
26. Lots of East Haven worker need this."
27. Bus drivers like to go thru red lights so they don't have to stop.
28. Please keep bus service affordable
29. During bad weather buses a lot of the time don't show and there is a serious need for two buses at night and on weekends. I miss work beause of 2 less buses.
30. The C bus route needs more schedules
31. There are a few rude bus drivers, that operate the M2 buses @ 12:50 on weekdays
32. Please don't stop this service
33. The drivers are always nice and safe. No problems the majority of the time.
34. Please tell drivers to give directions if they know.
35. dixwell buses even the new buses are always crowded. Q bus is somewhat limited
36. Never used the website but sure it's excellent. I checked it out and it's good!

37. we need more bus drivers like the Guy on 7:06 G downtown from Marlboro very courteous
38. like to see more C buses during the day instead of once every hour
39. The bus should be free
40. M3 bus needs to run longer than 6:26pm pass the dmv
41. The bus that picks me up to leave work used to pick me up around 3:40pm most days not it picks me up between 3:55 - 4:05pm
42. Fix the website
43. Wished the Q line ran later last bus downtown New Haven is at 7- world prefer buses ran later in the evening
44. I take the F3 bus home at 4:20pm from Chapel Street , New Haven is often late.
45. Why isn't there a bus that goes down campbell ave from beginning to end
46. "I love the bus. I am comfortable where I sit.
47. Cool!"
48. weekend needs be on time
49. I use the bus to go to work and shopping I need the Q-3 that goes to Walmart
50. Morning service is great. Afternoon evening is spotty not reliable
51. morning bus B1 at 6:55am is excellent. Driver is the best
52. Please run all buses longer or later hours on all bus routes.
53. Should have an F6 bus run on Sunday. I work on sundays and have no way there. So I sleep there There should be a bus on Sundays even if it's only like 2 for the day.
54. My buses are too crowded due to the fact that their late. Less buses = operates at a decreased time = more people, buses are late
55. I've been riding CT transit since I was 8 yrs old, I've had cars and if they broke down I always made sure I live on the bus line. The years have been good to me.
56. you need new drivers and tell fast pills to be nice and on time
57. Late at night the last scheduled bus needs to wait for all incoming buses. My bus at Skiff/Dixwell was late downtown and I missed the last B bus to my destination in West Haven. I had to take a cab it was explained to me that the buses can only wait 10 min until they are dismissed by the supervisor. If they waited later than that they would be late the rest of the night. However my connecting bus was the last bus to my area so if the bus was late leaving the green it really wouldn't matter.
58. The J 4 to Waterbury is no good way over crowded
59. just need to clean the buses more
60. Some drivers could really be more courteous to us who take the bus. When they see us running to the bus they shouldn't keep going at all, we have jobs to get to.
61. Some bus drivers are totally rude, while others are sweet hearts. I wish there was a senior disabled monthly pass
62. Seems like this survey is more interested in riders ethnicity and income than in frequency of riding
63. Some of the older bus drivers are not nice to their passengers. Most of your drivers go out of their way to help the passengers.
64. Pleased with most of the drivers
65. Bus service from Branford sucks driver cares more about Spanish girls getting on in East Haven instead of being on time
66. When I take the 2 bus home from Gateway college, I can't get a connection to the F bus on the green. It takes a 1/2 hr for the next F bus to come
67. We need buses to comemore frequently so connecting from to bus dosen't take so long.
68. It would be more helpful if the B buses would come on time
69. Sometimes the drivers and customer service have attitudes.
70. I ride the J & C buses daily and they're fantastic
71. Would love a M2 bus going to VA early Sat & Sun morning. 6:30am!!!!
72. Bus service is very helpful for me to get to work
73. I take the first bus from W. Haven into N. Haven hoping to catch the first bus to Waterbury but it leaves before I get into N. Haven. I find that to be like trying to fly form New York to L.A with a stop over in Atlanta for my

- connecting flight that has already left before I got there. I hate watching people eat while the driver lets others ride for free or stops to pickup passengers in the middle of the street
74. Don't use the website
 75. Don't use website
 76. They help with lots of things.
 77. B4 is usually good but other bus drivers need more customer service training.
 78. The bus is usually packed. There are always many people that are forced to stand. Rather than one bus per hour it would be pleasing if there were two buses that came in an hour. After an interval of half an hour rather than one hour.
 79. Please put a bus from Whitney/Dixwell to the plaza no way to get to the stores. Please...a lot of people especially seniors need to go to the store, all seems worse in the winter. Even if it's 2 hrs or a 1/2 of day.
 80. I generally don't have a problem on the bus
 81. The buses run well in the morning, my b4 bus operator leaving the NH green at 6:30am is great. I do fine returning on the same bus at 9:30am Later in the day and especially in the afternoon and evening, the buses are less reliable. They are usually crowded dirty and late. This prevents me from using the buses later in the day
 82. There are times when the bus is so late that the next schedule bus arrives before that one. Needless to say that bus is over crowded since it holds passengers from both time frames
 83. Drivers often start moving the bus while disabled passengers with canes are still paying or moving to a seat. Young people frequently sit in priority seats and drivers allow elderly and disabled passengers to walk around a moving bus looking for a seat
 84. would like to see more F buses running instead of waiting every 1/2 hr for a bus especially when there are doctors appointments you need to be at on time.
 85. Most of the time buses are late
 86. Do not drive and rely on bus not only to go to and from work but also to milford center and Post mall
 87. No problems service is usually great but telephone and bus ride
 88. Very nice driver
 89. Most drivers are courteous but there are a few who need training on dealing with customers.
 90. two sides to senior housing need 2 bus stops at or by driveways
 91. The bus drivers are a bit rude and they see you running and they pull off and they need to be a little more patient during the winter because of the snow. Ct transit needs to get on the city about doing a better job clearing the bus stops/corners
 92. Most of your bus drivers need customer service training. Kevin Boone and Clarence are the best bus drivers you need more of them. Your other drivers can learn pointers from them
 93. Bus drivers must be more courteous and stop acting like they don't like their job
 94. Several S Rt. Drivers have bad attitudes. Discourteous about getting off at convenient stops and confrontational.
 95. They are always early at least 10 minutes 77. Sat sun bus do not show up.
 96. Weekend C route bus does not show up all the time and there's no other to take end up taken cab and late.
 97. We have sunshine the best woman bus driver in CT Transit, she rocks the house.
 98. Sunshine is a very nice person she makes me feel welcome and grateful.
 99. The Z bus going from downtown to my house is usually 10-15 minutes late.
 100. Telephone service takes too long to answer, don't have computer access been riding buses since 1964 and can't complain about the overall service you provide
 101. There should be a medicare 31 day pass. The administrator and employees don't care about the passengers they need to have bus riders run the company
 102. Would like to see Whitney Ave more timely connections, sometimes don't wait long enough
 103. Except Saturdays the 4:05 F bus doesn't arrive on time or not at all
 104. Service is excellent as I always get to work on time which I really appreciate
 105. I would be lost without the bus
 106. they mostly always stop if you wave them down. some people aren't at the stop and the bus driver won't wait so you have to wave them down

- 107.The wait @ stop & shop results in my ride home to take 45-50 min to go 5/6 miles This is totally unnecessary bus company personnel should take the bus to/from work and experience this delay. But we know that will never happen!!
- 108.The first m bus to Hamden is late every morning, late everyday and H's the 1st bus
- 109.Very nice operator very helpful please keep him on this road have a nice day
- 110.Bus 4 is late 3 out of five days a week. when coming down from Amity going downtown
- 111.The b Whalley Ave bus schedule should run like the D Dixwell Ave schedule on weekends Sunday is the worst day to travel by bus
- 112.Buses are full of trash. Passengers are loud, play music, eat and shout on cell phones. Bus drivers do nothing to stop them or moderate their behavior. People put dirty shoes on seats, they spill coffee, soda and urinate on them. Once a man spilled beer on me, he had an open can in his pocket and sat next to me I had groceries and bus was full people were standing and I could not change seats he was drunk in the middle of the day!!! if bus drivers aren't going to enforce the rules, someone else then from the company needs to do this for the safety of all passengers. I've seen banana peels, chicken bones and peanut shell on the bus people are out of control.
- 113.Why is this survey also in spanish? Why not other languages? English ONLY? We're in the USA
- 114.I like the new energy efficient buses I'm thankful that we have such good bus service except that there should be more D buses they're too crowded
- 115.the bus is dirty
- 116.I sincerely hope the bus service continues I have no other transportation
- 117.Drivers constantly talking with standing riders People coming on the bus giving orders to other passengers, telling them to stand up
- 118.alot of bus drivers do not even say hello, just say nothing when I say hi! Some drivers are very hard on the brakes! Some have such a bad attitude they make you want to stop riding the bus.
- 119.WE need bus stops at and between or before new stop sign It is very hard for me to walk to where it is and winter is not here yet!!!
- 120.this gentleman is very courteous when I take the bus he says good morning and have a nice day this is @ 7:20am bus operation
- 121.stop the loud music and bad talking. "Cursing" lets have respect. Make the bus drivers do something about it. It's time to get saved God bless you all Act 2:38 No other way to get to heaven
- 122.some of the bus drivers need to take time to answer questions for people
- 123.It would be nice if the M line ran later since graduate classes end at 9pm and the bus stops running at 6:48pm
- 124.The am 8:50 bus has been late or very early....
- 125.I need an earlier bus on Sat. B-Whalley Ave Before 6am I have to walk to D13 Dixwell Ave near Webster street for the 5:40am bus
- 126.Sometimes your customer service is nice and useful sometimes not. Sometimes your buses are on time sometimes not. Sometimes the drivers wait for people to catch the bus but sometimes not and they rush you with your items or they leave you
- 127.Please hire undercover investigators to ride the buses to find and eliminate (fire) unsafe and bad drivers. Teach the drivers to hold the gas pedal steady and not pump the pedal up and down makes for a jolting ride!
- 128.One thing that I don't like is running to the bus and it keeps going When your yelling for them to stop!!!
- 129.J3 4:10 usually early am and leaving downtown driven very aggressive. One day I believe the bus will be in an accident
- 130.Wish the driver would wait until senior is seated before driving off most do but some don't
- 131.I don't use the web site The bus ride is a convenience for me when I need to travel
- 132.On Oct 28 I left home to go to work the G bus never came I had to do Dixwell and catch a D and was late for work this happens periodically
- 133.Most bus drivers are courteous some seem to have a problem working with the public. B1 bus is late a lot of time. Coming from Brooside
- 134.When I first moved to Momaguin there was a Sunday/Holiday bus that went all the way down to the beach. Now there isn't and every holiday and sunday I have no transportation. The majority of the buses I take throughout the day are on time except for the F2 which is routinely 15-20 min late every single day
- 135.most of the time drivers are courteous but they shouldn't get mad if you ask a question

136. Not all bus operators are mean but most are I know they don't have say anything but please say good morning
137. Buses don't always come on time
138. I waited 40 minutes for a D bus that leaves New Haven every 10 minutes. Why do 4 d buses all come at the same time? Your service is horrific but you know that already
139. Your service sucks the worst in any city I've ever lived in H+ S management sucks. Bus drivers should at least try to be courteous, like me.
140. Need more buses on roads and less cars driven by straight up jerks
141. I wish more half price bus pass for senior and handicapped this would be monthly pass
142. The J 7 from W. Haven to Milford is scheduled to be at Milford Green at 2pm This particular bus is late every day 15-20 minutes . On Fridays he's even later.
143. kids sit in the handicapped seats and don't care I am handicapped
144. This is a public service job a lot depends on the customer
145. There is a serious problem on the B route with buses not arriving. I'm not talking about being late, rather not showing up at all. Drivers are distracted & miss stops when the bell is rung, they drive past passengers waiting for the bus, miss turns and jam on the brakes daily on every bus route. I've ridden, thereby causing standing passengers the fear of falling and seated passengers the fear of getting thrown from their seats.
146. There should be more B buses going downtown more Q buses going to Walmart during the morning hours
147. J bus seldom on time
148. excellent
149. I'm always happy with the ride and the bus driver in the bus is very good company
150. Please put more D-12's to east haven rt 80 seniors need it Some bus drivers will not drive to make other bus connections. They drive too slow! why?????
151. I depend on the bus most of the time. It's so much easier than driving
152. Sometimes by the time I get on the bus in cheshire there are no seats The bus has not even gotten into Hamden or New Haven and it's filled. bigger buses
153. The C bus stops at 6:30pm going home I would like to work longer hours but can't there needs to be another bus later or I would have to walk home
154. Morning ride is great but afternoon buses are unreliable and often late .. Too few afternoon J buses
155. The bus is never on time
156. I need a bus stop that is closer not to the stop sign which is hard for me to walk to
157. Need two buses to be here early to far to walk to stop sign
158. Some drivers could be nice but there are some have a nasty attitude
159. Why do I have to ride a crowded , sometimes no seat available bus when I see the New Tandom buses D & B riding through town empty
160. Getting the bus out of one long Warf at 7:12 on friday is a problem
161. Wish the bus from Madison/Guilford had a saturday service also to Branford and or new haven
162. Thanks for helping to get to work everyday God bless you all
163. You have some bus drivers that are very rude and need to take time to let people on if they are trying to catch up. To there bus the driver will just drive off and that's rude
164. Need to put the Z line on Sunday's going to Long Wharf
165. Bus operators are 50% well mannered and polite and the other 50% are rude and obnoxious
166. In the winter time the bus driver doesn't wait for you to sit down it's slippery . When I arrive downtown to connect to J bus they pull off they don't wait for us to connect they don't use their mirror to see whose coming or running they are rude and pull off
167. CT transit needs a lot of improvement on time and bus drivers should be able to help customers with route information . Also bus drivers take to many breaks dunkin donuts mc donalds this has made me late for work on many occasions
168. I had to switch my evening bus home Dattco 4:15 never on time always 15-30 min late.
169. The bus I take J or B N almost always comes late more than 5 minutes sometimes 15-20 minutes late
170. Need time to change to Madison St to 5:30 am need all hours when bus is empty to cut back service. last bus out of madison needs to change to 6:30 check dattco service hours

171. Have the bus arrive on time
172. Happened only one time , bus driver gave me wrong information and I had to read the bus sign to know I wasn't standing in the right place F6 needs a bigger bus there is always some passengers standing going back to derby ct
173. The bus service is good Thank you.
174. We need a F6 buss on Sunday I work every Sunday and holiday the F6 bus is late on Saturday morning. You should have a 7:45am bus I have to go to work 8:30am and I have catch the 7am bus
175. I like to ride the bus all the time when do you put up the new notice for next year 2012 & how much is the fare for next year . Don't cut down on these buses because people need the nus to go to work and to go home Don't cut down on buses we the people will pay the bus fare to go to work.
176. This is the bus taken in the morning. The evening bus service on the J route needs drastic improvement. Morning or the evening buses don't go into Hamden. I usually get into New Haven about 6:16pm due to the schedule, I usually arrange for a ride home
177. The CL express B1 is always late what can we do about this problem?
178. I don't usually go to the web site
179. When I first moved to Momaguin there was a F bus that went all the way down to the beach on Sundays and holidays Now there isn't . I now have no transportation on Sunday's and holidays I would use it
180. customer service needs to be trained
181. Some bus drivers mislead you on directions. I actually lied to me.
182. It's all good.
183. Bus fails to stop at 300 George Street in New Haven in AM and PM. Not enough seats some days. Drivers not educated. Dirty bus - smelly, seats need cleaning. Additional PM bus route would be helpful.
184. Bus is always late. Have to wait 35 minutes for it.
185. I take the 9:20 M2 bus and the driver is excellent!!
186. I find the bus routes helpful at times. Hoping that the bus fare does not increase.
187. Buses need to be on time more.
188. More accommodations could be made for people with bikes. When the racks are full we should be able to bring them on the bus.
189. I think there should be more buses on Sundays because like me, I have to work and if I get out at 2:00 pm I have to start walking to stop and shop at 3:00 and get the 3:47 bus. There are other people who work on Sundays
190. Sometimes the bus doesn't come on time especially on Saturday and Sunday.
191. Some drivers are very mean and inconsiderate of people getting in and off the bus
192. Customer Service needs to be trained
193. Telephone people are rude.
194. C 8:07 bus should stop speeding by Montewese Rehab and come on the time he is expected to and not early. People need time to punch out of work. There should be a midnight bus for 3rd shift working people.
195. My son is good about picking me up, but the bus gives me independence. My dad took me on the street car in 1940. I was 5. Public transportation is a great service for the masses.
196. The O bus is always late. Please fix this.
197. I've been taking the bus for years and over the years it has gotten much better.
198. Excellent but why have an extended bus if not usable 24/7 on all routes? Otherwise, no complaints except arrival times. Late on occasion.
199. My bus is always cold. 6:44 am D13 Cross and Middletown Avenues.
200. My morning bus driver is Mary Ann (B4) and Julie. They are both dependable and exceptional drivers!!!
201. I think you should send the bus passes overnight. It is hard waiting for them. I think we need a bigger bus to New Haven.
202. The B1 bus is always late. 12:40 PM, 12:45 PM, 1:00 PM. Why all the time?
203. Time to call a representative.
204. Good
205. Need later buses on the M Route. 6:00 is too early to stop running. Should be the same time as all the buses.
206. I would like to a bus on Sunday.

207. I would like to have Sunday service.
208. Never called or used the website.
209. Bus drivers should be more polite to the passengers.
210. The "Q" drivers need to know where they are going, and they need to be on time. I've been late for work SO many times this year because of a tardy bus!!
211. N/A
212. You have good drivers, nice, pleasant, and you have rude and mean drivers.
213. During the cold be on time.
214. I have to walk from the center of Derby by the courthouse to Rt. 34 (Walmart) on Sundays. Please have Sunday service going up 34 toward New Haven.
215. Division Manager not doing anything. Get rid of him. Company does not support its drivers. Disgrace!
216. Weekend to Branford on Saturday and Sunday.
217. I've already complained to CT Transit about this. (arrival time)
218. The bus drivers in New Haven suck. They pass people up and act like they are untouchable and unaccounted for. I hate them. They need CS training and fast.
219. It would be greatly appreciated if you would add more M3 buses on Saturday going to North Haven. Please.
220. I think they should have Saturday service because the buses run in New Haven on Saturday and it would be more convenient for me not to drive. Also, someone hit the bus in Guilford and I would feel safer with seat belts. Great service overall! Friendly drivers, too!!
221. I've been taking the same route for 2 years now. Bus drivers are very nice but I am FREEZING. Please be on time!!
222. M buses need to run on time or after. Schedule longer or extended hours during the week and weekend and more frequently!
223. Need M2 buses on Sundays. Would be great in the mornings. I work on Sundays, too.
224. My personal income is not your business.
225. N/A
226. The vertical pullcords do not seem to work well. A bus driver told me to pull it toward you, not down, and I have found this helpful. Could you add a sign to this effect? Why no bell cord on one side on the accordion buses? Makes things difficult in the middle.
227. Buses should run late at night to about 1 AM.
228. I commute regular from New Haven, Middletown, Hartford. CT Transit needs to take over Middletown area transit and on weekends like Waterbury. You should be able to get from New Haven to Middletown to Hartford up to 8 pm.
229. You need a web based GPS bus locator app. During blizzard, at least 70% of Rte D, F, and Q riders had cell and web access. Working people do have cell and Internet access. Let's enter the 21st century. No one knew where the buses were.
230. Please text the people or alert the passengers that the bus will be a 1/2 hour late.
231. Blank
232. Be on time. I miss the next bus and have to wait.
233. Too unruly (passengers).
234. I wish certain buses ran more often and a little more on schedule.
235. You should have secret riders to see which bus drivers are rude and fail to pick up passengers at a near bus stop. The job of the bus driver is to pick up passengers safely and take them to their destination.
236. The bus I usually take is always on time and the driver is friendly.
237. Need more B7!!!
238. I would like for the S bus to start running on Saturday and Sunday so I can get to work on Saturday and Sunday.
239. I can't complain. I have transportation every day to and from work.
240. I am a huge fan. I ride Shoreline East train and the M3 to and from work every day. My only possible complaint is how sometimes my line's buses are a little infrequent after 5:00, but that's understandable considering the relative popularity of the route. Thanks!
241. Don't get mad when asked a question. Some of us aren't from here.

242. I was on the Q bus also. Bus driver was acting ignorant about the route overall.

243. "C" bus is almost always packed. Goes beyond capacity on Saturdays. There needs to be more buses on the "C" route.

244. I was assaulted by a woman who was fighting with another woman. The bus driver bottomed out and the driver kept letting people on with a head count of 46 on a regular sized bus.

245. Need more buses to run on Sundays to accommodate others to get where they are going

246. This survey is racist. Drivers should tell boarding passengers to wait until passengers get off.

247. Save money, ride the bus!!

248. Please, Please would very much like to see a Saturday shoreline bus run.

249. Can we have S bus on Saturday Please?

250. Run the S1 Madison bus on the weekends

251. Thank you for the service!!

252. Bus doesn't run on time especially on weekend.

253. 5:13 pm stop at New Haven green on Z is always 10-20 minutes late. Arrives between 5:22-5:35.

254. Operators need to work on customer service skills. ie if you see someone running to the bus, don't wait till she/he is a minute away and then drive off. That is very inhumane.

255. Happy with bus service. Continue the good work.

256. Please Sunday service. Especially M bus and J bus. Have a heart.

257. More buses running throughout the week as a D12 to Foxon Terminus.

258. Sometimes they speed and blow red lights. Not all drivers.

259. Not the D bus this was early in the morning!`

260. Need heat on bus terminal or bus stop downtown.

261. I thank God for CT Transit. If it weren't for you guys, I would be stuck at home.

262. I wish that all bus drivers were nice and speakable.

263. Buses to downtown are generally more on time than buses coming from downtown to home (Q line). Also, would like to see bus service to Marsh Hill Lane, Orange, CT, when UI moves mid 2012. I often enjoy use of the bike racks. Keep New Haven bike friendly! I support bus driver training on sharing the road with bikes.

264. Margery of FG at 4:10 pm on 10/27/2011 very pleasant and made me feel safe in inclement weather

265. Need to be on time

266. Buses rarely on time, make transfers inconvenient. Sunday J bus takes me 3.5 hours to get home from work.

267. Riding on the city bus will take us anywhere safely.

268. Some drivers are very rude. O bus needs more frequent buses, people work on Sundays too.

269. CT Transit is reliable and affordable for my needs.

270. Some F buses arrive 10 minutes earlier than scheduled

271. Please keep the L bus.

272. Think about implementing first aid training for the drivers. I would like to be reimbursed for school transportation.

273. Overall, okay. Some drivers are very rude.

274. Some bus drivers are very rude and are driving way too fast and slamming on brakes.

275. Bus drivers talk to the riders who stand next to them All the Time - looks like social hour. Very distracting to driver ie missed stops and can't deal with issues on the bus!

276. More F6 Buses - Some on Sundays! New Haven to Ansonia - leave downtown at 11:10 leave Ansonia at 5:00.

277. Overall happy with service.

278. I would like to see more times and longer runs on the D12 bus route.

279. I like the Q Bus because it is usually less crowded and for the most part on time.

280. Handicapped people should be able to use front and elderly too.

281. I like the services.

282. Would like to see a Sunday service.

283. Have not had enough time to answer questions

284. B6 7:10 am: He is always so nice!! Need more 7-9 pm buses going out.

285. Overall, I'm happy with service.

286. Driver is very pleasant and accommodating.

287. Taking the bus is fine, customer service takes forever to answer and usually is not helpful and/or friendly.
288. 4pm J3 is erratic. Sometimes it doesn't show up. It is supposed to come before J4. J Bus 7:30 from Cheshire used to be good - is now erratic. FIX THIS! We depend on these buses. Would be more patient if there were more frequent buses. 6:30/7:00 am and 7:30/8am buses are packed by the time they get to Cheshire - no seats. Put on long buses so when 7:30 doesn't show and I'm waiting 35 minutes in inclement weather I don't have to stand all the way to New Haven when the driver slams on the breaks and I go flying. Service used to be better. What happened?
289. Please keep the bus bug free and please have another bus on Sunday at about 8:00 pm because the mall now closes at 7:00, not 6:00 so an 8:00 bus leaving the mall so people after work could have a ride home. Thank you.
290. The only LATE bus is the 2pm to 5pm 05 or 06.
291. Between 4:30 and 5:00 pm there are two Q buses that turn right off Baily Street to Clinton Avenue and proceed to Walmart. One of them should be coming toward downtown at that time of day. It makes my daughter late for school at Porter & Chester. Please remind the bus drivers to Wear Their Seatbelts!! Also, can't there be some buses that loop and don't go to the green? That is a hinderence to more people riding the bus. it takes Too Long to go somewhere and to Always go the green. Thank you!!
292. First time I used this driver.
293. After noon goto 5:02pm at west ave always late
294. The bus is usually late. Most of the time have to walk a while for the bus.
295. It would be nice to have lower fares.
296. Bus is crowded and sometimes there are no seats available. I have to stand and I have arthritis.
297. None of the service is very good.
298. Good drivers and nice trip!
299. More J7 buses!!
300. My regular driver for bus route "m" state street is not schedule to work on certain days drivers that cover 6:08am bus either come too early or very late or ont at all causing me to be late for my job and or miss my train.
301. This bus is the only bus I been on that's always late or doesn't come.
302. Please clean for bed bugs!!!
303. Please make sure that the odler buses hadicap ramps work on one or two drivers are not courteous.
304. It would be upmostly great if there were a few 55x express buses to the mall on a weekday. So many people ride the whole way from new haven to milford with us everyday. I am sure it would make a lot of sense to make at least one bus every two hours a highway express. saving driver time, as well as significantly shortening the customer trips!!!
305. Why are there no 55x buses on weekdays?? at least in the afternoon between 3 and 6pm??
306. Fair, sometimes when I ask a question they don't know or won't answer. also use a cane or crutches.
307. Old school drivers are good, some new drivers drive too fast and reckless.
308. The Bus Driver (G) 9:40 1:12 6:03 pm very pleasant always on time good customer service
309. Not all buses on time making passengers late for the next connection. Many of the drivers are exceptionally kind hearted.
310. I think the service is great.
311. "Come on time.
312. I shouldn't have to pay if there are no seats"
313. Work like to have more bus service at peak times. Buses late most of time.
314. CT Express buses are more appropriate for the S route us typical city buses which are uncomfortable for the longer commute
315. I thank God for the bus service keep up the spirit
316. 10-28-11 the O5 bus rode passed [sic] me and I had to wait for the 1:40 bus and it was late.
317. stop idling
318. Supervisors need to ask the riders the above questions. Check out the "Cowboys & Cowgirls" bus driving.
319. the bus in the afternoon is either late or never shows up. Poor Bus Service Never on Time.
320. would like the bus service from Westbrook to N Have

321. More "B" buses late nite out thru Whalley would be greatly appreciated. I will no walk Whalley north of Stop & Shop alone at nite!
322. need bus on Sunday and Saturday
323. I've never called or visited the web site
324. The bus operator on the A bus meriden is always pleasant. I make this trip once a week.
325. C bus, Keith the driver for the early shift needs to be fired. Always late, by pass people in wheelchair, people running for bus he don't wait or stop. All he does is run off his mouth with Joe (rides free)
326. "All buses should be lowered everytime people get on and off the bus. Some bus drivers are rude. Who wants to hear other people's phone conversations (not me).
327. All right but need improvement. Saturday bus travel is awful. My bus at night from work is always late and Miss my connecting bus downtown to go home."
328. I have a disability in my ankle and I can never get the seat in the front where the handicap is suppose to sit, why? The bus driver does not make these young kids get up not even for the elderly!
329. Buses are usually never on time in East Haven.
330. If this service would never be provide things would be hard for me. also I agree to extent service on night shift to west haven.
331. Jim the driver is GREAT. On time, polite, friendly and helpful each and every morning at 7:34am
332. The interior of the bus is no clean because people do not care and leave garbage everywhere. I am happy with your company, but not with passengers who do not appreciate this great service and do not treat the bus as their own. Thank you.
333. Most CT Transit drivers are mean an have attitudes an don't have answers to questions.
334. Sometimes the O Bus is late from Milford Mall
335. None
336. Sometimes my transfer bus is early lately and I may be late for work.
337. The B whalley Ave buses have a tendency to be late on Saturday and Sunday evenings.
338. someone should help keep the snow off of bus stop during the winter when it snows bad.
339. The shuttle enables me to have lunch with me son between trains. Great!
340. The bus on Oct 27 2011 never came on Route, at the schedule time and no driver fill in for driver who was off, and on Saturday route the driver is always not on schedule casuing me to be late for work.
341. Would like limited sunday service between waterbury and new haven. I can never rely on O - Winchester inbound to NH green. 90" of time I'll have to call a taxi to reach my destination on time.
342. The web site should provide actual arrival ties throughout the day - or some alternative system as other cities provide (and as the Yale Shuttle does)
343. I leave home early because the bus aren't always on time so I have to be aware of that and make necessary changes.
344. Recent cuts in evening weekday service on the J _ B routes New haven to West Haven have made it inconvient to work as late as I would like some evenings.
345. Chris Perchell is a very knowledgable and courteous driver. 1st time commuter + he was extremely helpful. he is also a wonderful represative of your company.
346. Several times a B bus have driven by me without stopping. At dunkin donuts in westville. The 8:30 or 8:30 on bus.
347. Sometimes they be going to fast in the rain. That makes my heart race sometimes.
348. The bus shade is not clean. Homeless is in there? So it is not possible for the riders to seat? I think it should be poled by police to remove homeless?
349. The B line gets at control a at time. People are rude and loud.
350. Better evening and weekend service, especially sunday.
351. They need to put 2 bus stop signs up before the stop sign. It is too hard for me to walk way down to that stop sign.
352. We need stronger police presence at the bus stops on the Green!!!
353. I think the D1 should run later during the week.
354. some of your drivers need an attitude adjustment (ie. prejudice)
355. I <3 Cttransit. Friendly Drivers.

356. I transferred to the Q bus today. I asked the driver questions about the route. He did not answer them. Another passenger said "He was goofing with me." Gave me the impression from the other passenger he acts that way often. It was Friday Oct 28th around 12 noon. If you have any more question for me, I can be reached at (203) 645-6560 -Armando Block
357. Some drivers have snotty attitudes. They need to check that.
358. Some bus drivers take ten minute break and make a few people late for work.
359. Some bus driver tend to be very nasty.
360. I use taxi service for going to work as this line is not reliable enough - even when I leave to catch earlier bus in order to arrive on time.
361. I have disabilities that makes it hard for me to get on + off buses when the bus is not next to the curb and the lift is not lowered for me to get on + off.
362. For the next survey, since people attend synagogues, mosques, etc. maybe the word "Church" could possibly be replaced with a more inclusive term like "religious services." Just a thought. Thank you.
363. Very glad to have this service.
364. Maybe the bus operators can take customer service training. Most encounters with the operators hasn't been pleasant.
365. the only complaint I have is when the Q Bus stops at stop and shop and just sits right there. Those of us who ride the B Bus cannot sit on the bench and wait for that bus, because the Q bus is there.
366. My morning driver Frank is a true representation of courtesy to customers. Many of the drivers speed off before you get past them to sit down, often times I've almost fell. Going home there are a few drivers that speed as though they are driving personal vehicles.
367. We need more C Bus services. I work on weekends and have to stay at work an extra hour and a half just before I can catch a bus and then on Sundays I have to walk to Universal drive to catch 2:30 bus from Briarwood circle off sackett point.
368. I wish that there was another route/ later departure time for the New Haven- Hartford express (last departure from New Haven is 5:30pm). This would enable me to ride the bus much more often.
369. Very good service for the C route.
370. I take the bus on my days off from work and days I work I take the train. I would like to see more express buses like the C bus from Meriden to New Haven. It takes over an hour to get to NH from Meriden!
371. Some of the drivers could be a lot nicer.
372. Some bus doesn't wait until you sit down, they pull off right away a couple time I had fallen to the floor cuz the pull off right away. That the only problem I have with some of the buses.
373. Buses are filthy, even in the morning shortly after routes are started. Seems as though they are not cleaned properly overnight. Also, far too often passenger's iPods are played too loud. Most drivers are courteous. Some have no personality at all. Some are talking with friends while driving and/or are complaining about their jobs during these conversations. Some drivers drive smoothly and understand that they are transporting people. Others drive with heavy feet on the accelerator and brake, which makes for an uncomfortable ride, especially when it is the first thing in the morning.
374. I was on a bus accident on Dixwell Ave September 26th 2011. Terrifying but I believe in Public Transportation and continue to take the bus.
375. Buses are late - Drivers rude + when I call for customer service I get somebody who speaks heavily accented English + I don't understand them + they don't understand me.
376. I wish bus CT transit would run on Sunday + after 9pm
377. CTTransit Management needs to treat their drivers better as if they are the customer.
378. The O bus is always way behind the time posted it changes too much over to O a downtown route blocking direct routes to winchester ave which a short ride to longer harder ride. I grew up with CT Transit, because I moved to a new location I find very hard and unsafe waiting for a direct connection to winchester ave on weekdays and weekends.
379. Bus driver on 8:41 Whitney/Putnam is exceptionally courteous, friendly, and accommodating.
380. For seniors 62 and over there should be a senior 31 day pass available at a discounted price. There are many seniors who take the bus multiple times a day.

381. The J-Whitney route is always packed with many people standing, no matter what time during the day, especially if the bus is coming from or heading to Waterbury. I don't understand why one of the new extended buses isn't used on that route if it is always so crowded.
382. Could you add a bus to Branford green/or Walmart/short beach on Sundays?
383. (Unreadable)
384. Except when buses do not show up at all (i.e. Fri 10/21, Last J7 never showed up)
385. Wish you would have a senior/disabled 31 day ride. It would help a lot.
386. I know the floor has been washed on the bus but there are time I find used drinking containers tucked between the wall and the seat or rolling around the floor. Also, I don't understand why the AM C buses are not all express since we leap frog a D down Grand Avenue most mornings
387. "F6 Outbound needs an express to the boulevard. To many riders could take the F5!!
388. After the recent shooting @ D&D near Chapple and George Drivers should not use the facilities leaving passengers as sitting ducks!!
389. Drivers feather accelerator pedal and are quick to hit brakes, waiting to long before preparing to stop. As a CDL holder I know what is being done is just plain wrong!!! More working knowledge of surrounding areas when detours are encountered. They do not even ask the riders for help even when lost!!!"
390. "F6 outbound needs an express to the Boulevard.
391. Customer service training needed for drivers.
392. The sales office or telephone operator should be able and willing to contact the bus, as to where and why it is late."
393. The buses need to run more regularly. If they were more frequent and more reliable, then a lot of people and families could save money by not needing to buy second or third cars. People would have an affordable way to get to jobs, school, appointments, etc. A lot of people who don't take the bus now would take the bus IF it ran more often and more reliably.
394. I've taken local busses all over the country. CT Transit can match any of them for quality of service. More people should use it for convenience and saving money.
395. The J4 out of Waterbury is extremely crowded. There is a rumor on the bus that we have all the drug addicts from Waterbury riding to get to New Haven to get their drugs out of the New Haven drug programs. These "druggies" take up an entire seat, as they practically lie down and sleep thereby taking up 2 seats. If you ask them to move over, they complain they are going to be sick. I have carpal tunnel in both my hands, and standing and hanging on the handles for dear life, is very difficult. If the bus doesn't add more routes, especially during rush hour, I may have to resume driving into New Haven again. By the time this bus arrives in Cheshire, many days there are no seats. Why is that? I would love a response, you have my email address. I call the bus company numerous times to complain about this, but no one ever calls me back.
396. I have not called customer service in the past year.
397. Today, November 1, 2011 I was told that buses would no longer pickup/drop off at the corner of Fairfield & Ramsdell anymore. I have lived in this area for 5 years and to remove this bus stop doesn't make sense. The stop is at a 4-way intersection and the bus has to stop anyway. There are no traffic issues or delays because of the bus stop. So to remove the stop is not feasible. Please reconsider this and think about the local residents in this neighborhood some of whom are senior citizens who are unable to walk to either Fountain Street or Whalley Avenue should the stop at Fairfield & Ramsdell be discontinued.
398. I am hoping cttrans will keep college and george st as a permanent stop. it is very stressful when you cant count on being dropped off or picked up at a given stop. so far keep up the good work
399. The S bus is perfect. all the other buses really do not do a great job. I have encountered plenty of late busses and very rude bus drivers.
400. The J bus coming from Waterbury is usually overcrowded by the time it reaches Hamden. Most of the J buses later than 9am arrive behind schedule.
401. We need more buses for the amity route
402. the problem on new haven's busiest lines is overcrowded buses and a complete lack of adherence to schedule (B and D and O in particular)
403. "I LIVE IN BRIDGEPORT CT AND WORK IN HAMDEN CT I TAKE THE BUS FROM BPT #23 TO DERBY AND THEN TAKE THE F TO NEW HAVEN CT AND THEN I TAKE THE D TO HAMDEN CT IS THERE A WAY THAT I COULD MAKE

MY CONNECTION IN THE MORNING THE BUS THE #23 FROM BPT ARRIVE AT 6:00AM AND THE J BUS ARRIVE AT 5:55AM IS THERE A WAY FOR THE J BUS TO WAIT FOR THE BUS #23

404.THANK YOU"

405.the night time and sunday buses are ALWAYS late and do not run often enough

406.Some of the bus drivers are rude. Some of the buses are dirty.

407.Helpful if buses were frequent

408.Put some more hybrids on the O Route 1 bus and the GF/FQZ Sundays also use the extended buses on weekends

409."I put that the bus service is overall average for several reasons:

410.-There needs to be GPS on the city buses so we know if we missed the bus or not. Last winter was hard on everyone. If I could know when the next bus was coming, I could go to a coffee shop, get a coffee/tea and warm up until the next bus came. The Yale shuttle system is excellent for this reason.

- The city needs to create ""bus only"" lanes so that the buses can stay on time in the afternoons when there is more congestion or there should be more buses running in the afternoon when there is more congestion.
- Make a bus run a north/south route on State Street or Orange Street to the train station instead of stopping at the Green. You would get more riders in the going/coming to/from Union Station if they did not have to take a detour and go to the Green first.

411.-Great job with the bike racks on the front. I have used them a lot and they are easy to use and convenient!

- Overall, you do a great job but there has to be improvements made or your ridership will not improve drastically. It would be great to see every bus filled to capacity when it is driving down the streets!
- I can be reached at 203-641-5601. Thanks for letting me vent, Paolo"

412.cttransit is the only mode of transportation I have. there is no car in my future. I take the bus every where. Especially night time because I work nights and I need to be safe instead of walking

413.My comments on this page is about the G bus that stops @ Ferry & Chapel. I've been able to get Downtown New Haven before the G bus ever shows. Some of the drivers show an attitude when it comes to wheelchair passengers. However, I find more drivers with better attitudes.

414.The F buses are always late that are heading from Orchard and Chapel Street to downtown New Haven. They say one time and it ends up being another. When you call to say something about it the person gets all nasty on the phone about it. I don't think people need to wait in bad weather or when it's really hot out for hours for a bus to get home or to work. I really think it's uncalled for that the buses feel the need to be as late as they are and it's really uncalled for when you call to say something about that the person on the phone gets all nasty about it too.

415.Should not be 10 min early. Is most of the time, good thing I am out there 10 min before and I just make it !!!

416.I wish you had an extra bus an hour on Sunday instead of one. At times it is very inconvenient, it would make getting around on Sunday a little easier. Especially seeing how I am someone who does not have a car and relies on CT transit to get me where I need to go.. I am not the only one who feels this way many times waiting for a bus on Sunday I hear people complain about it.. Thank you

417.The afternoon D buses from the New Haven green out to Hamden are way too crowded. There need to be more buses more often.

418.The bus service is fabulous; it is the clients that are not always considerate of others around them. In the mornings, there are sometimes people who take up two seats as they are sleeping on their way to New Haven. I also find that some of the morning J Whitney Avenue bus routes that I need to stand. I should not have to pay to take the bus so that I can stand. Perhaps more buses are in order at peak times.

419.On the J line to New Haven on weekday mornings from the Whitneyville stops, I do not understand why there is not a bus scheduled between the 8:41AM and the 9:26AM buses. This is a 45 minute lapse between buses at a busy hour of the day. Plus the 9:26 is often 10-15 minutes late, extending the time to almost an hour and generally offers crowded standing room only. The bus driver does not ask the many standees (frequently 10 or more, 2 abreast in the narrow area just behind the driver) to move to the back as new passengers get on so that it requires squeezing past them, and they are reluctant to yield, making the overall experience quite unpleasant. There are usually a few riding in front of the white line, in the entry area, as well. The 8:41 is normally quite full as well, so it would seem that a bus inbetween the two would be very helpful.

420. We need a bigger bus for the 4:10 F-6 or fix the overcrowding by sending an F-5 5 minutes before for the "locals". And why does that bus have to go around the block before picking up passengers??
421. Very pleased with the service and 99% of the drivers. Been taking the bus for nearly 10 years now and am so glad to have the ride to and from work. Thank you.
422. Don't use Customer Service Telephone Center
423. "Operator of J4 inbound picking me up at 4:40AM (Cpt Thomas & Oak St) drives much too fast to arrive at intersection of Campbell & Main ST to drink her coffee. Even though there is a waste can near her seat, while drinking her coffee she throws her trash into gutter of Campbell Ave. Even though the J4 is an early bus it is never clean.
424. The J7 outbound (Elm & 2nd Ave.) is always late. At times twenty (20) minutes late."
425. there are not enough j7 buses. the buses are so late. a lot of drivers are nasty and not friendly for no reason. the buses are ridiculously overcrowded. extend bus routes, send new larger buses on all routes, give drivers a class on basic manners, respect, friendliness, etc. theres one african american woman bus driver who doesnt know how to smile and nastily snaps at everybody. she needs the class the most,. thank you
426. There are certain bus drivers that are rude and unpleasant. A decent amount. Enough to say something. I have seen drivers on all bus routes leave passengers trying to board a bus, ignore someones request to get off a bus, drive by people waiting for the bus even at designated stops. Some are just plain nasty people.
427. I know that you, as a company, will have the surveys tallied and meetings will be held, in order to give us, the consumers, a voice. You will listen to us rant and rave about the fare hike, but will you really hear us? You will still raise the price of the fare, and you will hear a lot of noise about it. It will be a dangerous time for your drivers and other employees, as they will bear the brunt of our displeasure, but since CTTransit is the only bus in this area, we will have no choice but to pay the elevated fare in order to get to work or wherever we're going. I don't know if it will make much of a difference if the upper echelons of CTTransit had to take the bus to get to where they were going with the rest of us, then they could see how the other half gets around.
428. One seat was wet and smelled of urine. The driver did nothing.
429. The return trip on the B4 route takes an hour and 30 minutes for me to arrive at home; between the hours of 4pm to 9pm.
430. "1. Please repaint and/or re-sign bus stops. Paint on telephone poles is badly worn and some major stops (i.e., Thornton and Whitney in Hamden) lack any signage.
431. 2. The morning southbound J bus originating in Cheshire and scheduled to arrive at Whitney and Thornton at 7:55AM is chronically 10-15 minutes late."
432. "My bus never came this morning. I waited 50 minutes for the next (It was late). The driver passed the stop and I had to walk half a block to get to where she stopped. The bus in (F2) runs 10-15 minutes late for any one driver, and it is hard to know wether it will bne her or someone else. The bus home (F6) at 4:40 from the green is 10-15 minutes late EVERY night. Things have been getting worse and not better. The service center on the green is frequently unmanned between 4:15 and 4:45, therefore hard to get my passes. When you call in, the people seem to be unaware of detours, buses running late, or other problems. The F2 morning bus driver always complains to us and asks us to call in and complain about her route.
433. Email me at s.rocks@kolltan.com if you want to talk about any of this!"
434. I'm never sure what time my bus is supposed to come, but especially in the mornings on my way to work there is a large time window. Sometimes it comes at 7:17, sometimes as late as 7:35. If I could improve any part of my busing experience, it would be that. Otherwise a very convenient and cost effective way to commute to downtown New Haven!
435. too many people stand by the drivers and talk with them when there are seats available making it difficult to get on and off the buses. There are too many people occupying more than one seat and way too many shopping carriages and strollers that block the aisle. The buses are also too dirty.
436. kudos to cttransit and their drivers--they do an awesome job and provide a great service, especially with consideration to the various weather and traffic conditions that the drivers have to put up with. in addition, they did a tremendous job this winter, despite the road conditions, and the piles of snow... thank you for all that you do!!
437. The gentleman who typically drives the B5 from Brookside on the 8:01am trip is the most courteous and kind bus driver I have ever encountered. Unlike some drivers, who see you running to the bus stop and pull off,

- even when you are within about 15 seconds from the door and are obviously desperate and in need of a ride, he will wait . He is always friendly to every person who gets on his bus. He is amazing.
- 438.I wish there were better late evening and weekend service to my area of Westville. It would reduce my reliance on a car. Also, gps trackers on buses would be great!
- 439.The availability of this survey on the bus this morning was very poorly visible. the surveys were not obvious when boarding the bus (in small box in a dark corner). You may have received better responses in the driver or another individual were passing out the surveys or letting people know. The bus I was on this morning was standing room only after the pick up at Grand and Ferry and I did not see anyone boarding the bus pick up a survey. As many bus riders do not subscribe to electronic communication this survey may not be an accurate "snap shot" of riders.
- 440.Occasionally the B bus will flat out not come to the stop at the corner of Fitch and Wintergreen, headed downtown. I've been told there is a bus driver who sometimes cuts out that part of the route if he's running late. That is absolutely not acceptable. Late is one thing; not coming is another. I'm sure there are plenty of people who would gladly drive the bus properly on its route, and all of the riders would appreciate it.
- 441.When I take the B-5 bus at the corner of Cedar and Congress in New Haven, it is very unpredictable, especially in bad weather. However, if I catch the J-7 at the Downtown Green, it is wonderfully prompt.
- 442.I have virtually no trouble with taking the bus into work in the morning. But coming home in the evening is sometimes so challenging that I consider giving the bus up. The bus is sometimes a few minutes late and I can handle that. But sometimes it just does not come at all. If you call they are never honest and always say it will be there in a moment. If the 5:20 does not come I am standing on the corner, at this time of year, in the dark, by myself until almost 6:30. There just has to be a better system if something happens to the bus.
- 443.The D5 is never on time due to too many people loading on a bus, even the larger sized busses. When there is no room to even more, the bus operator should not be taking anymore people. The inside of the bus is gross and dirty because people eat and leave messes. The bus operator has to enforce the rules. They should not be intimidated by the passengers.
- 444.My problem is with the O bus Winchester avenue evening route leaving Hamden and putuman you going towndown when I leave work bus is usually late.
- 445.Schedules are woefully inadequete for the needs of the riders. Not enough bus service after 5:30. Buses often simply do not show up, leaving riders to wait for upwards of an hour for the next bus. During the day, not enough buses on some lines forcing riders to wait 40 minutes for a bus after getting off another bus. Customer Service should NOT close at 6:30! CT Transit may complain about low ridership, but most people I know have given up riding the bus due to the poor service.
- 446."some bus are not on time,in the afternoon,i am
- 447.talking about the driver who is supposed to be at
- 448.cresent and fitch but is always late.why can the drivers be more on time,so people can get to another bus from downtown.i waited fifty minutes the other day for a driver who never show up.i donot
- 449.think that is right."
- 450.The bus fleet is not very clean mainly due to the riders. Customer service has not been helpful in past. I have been hung up on in past. Most drivers are courteous, but do not announce stops as they should.
- 451."It is very critical that drivers wear seatbelts. Many of the operators I see do not buckle up, and sit on top of the seat belt stalks in the newer buses, as well as wearing their seatbelts behind their back, as well as add excessive slack to seatbelts so that their purpose is defeated.
- 452.There is a flaw with the weekday Z-GOFFE ST/SARGENT DR schedule- it states that the 3:26pm trip form West Hills is a Z3 to City Point, arriving in Downtown New Haven at 3:50pm; however the 3:26pm trip is a Z2 to Long Wharf which becomes a Commuter Connection to Union Station and then continues onto the J-WHITNEY AV route to Waterbury; and there is a Z3 that originates Downtown at 3:50pm. Long story short, I think that CTTTRANSIT meant to put that there is the Z2 from West Hills that arrives at 3:50, simultaneous to a Z3 that originates Downtown at the same time that the Z2 arrives; the schedule can easily baffle customers-please fix the error.
- 453.I also think that the FQZ/GF combination on Sundays is quite strenuous. It is very frustrating to have to wait at Amity for 20 minutes to get into West Hills, and those who live on South Genesee Street and Valley Street between East Ramsdell and Harper have to walk a long way to get home. It makes no sense to pass East

465. I have asked the bus driver to back up when he pulls in the lot as I can not park with him in the middle of the lot. He has to back up to get out of the lot. It is dark in the morning and he can not see people walking behind him. This is the only bus driver who does not back up. I have to wait for him to back up to get to a place to park. A number of people use the lot and he has been approached by people who do not take the bus and he blocks people in. He has been asked by a number of people to back up. He has does not leave on time. He is suppose to leave at 6:40 am and this morning left at 6:38 am. When one is up that early to catch a bus those 2 minutes mean all the difference in the world. Please talk to the driver. Thank you.
466. I don't really use the Customer Service Telephone Center. I've been able to find out what I need from the website.
467. I am someone with disabilities and uses the 31 day bus pass to pay my bus fare. I have had cases after boarding the bus the bus driver pulls away from the stop I got on at before I have sat down in a seat on the bus.
468. Better connection between NB J and EB F on Saturdays. I hate waiting 20+ minutes.
469. I have used public transportation since 1954 and have found that the buses are usually ontime or as close as possible. Most drivers are curteous and considerate. I have recommended bus use to everyone I come in contact with. Considering the price they pay to park a car per month 40 hours a week, they should reconsider.....
470. The morning buses (Q3) are usually close to being on time (generally no more than 10 minutes late), but the afternoon/evening buses (Q2/Q4) are regularly (~1 day per week) more than 10 minutes late. Once a bus is 15 minutes late, it slows down even more as people arriving for the next bus run to catch this bus, thinking it is leaving ahead of time. I am generally satisfied with CTTransit, but delays are definitely an area that could be improved.
471. F-6 Bus leaving Chapel Street and College Street, New Haven at 4:10 pm is always overcrowded. Often there are 20 or more people standing on the bus for a good portion of the route trip. More F-6 busses or a double-bus is needed on this route. The bus is not always on time.
472. Need friendly customer service representatives and state exactly when bus is coming makes no sense they say what they want to get you off the phone and the drivers really need customer service TRAINING AGAIN ALL OF THEM they picked this job if they not happy they should look for other employment. The drivers should be held accountable when they are not on time unless they involved in accident they come when they feel like it so makes no sense to use the schedule or call customer service CT TRANSIT the worse but it's only form of transportation for most people if they were another company I would use them and recommend everyone else to use them. Get it together CT TRANSIT.
473. I'm very grateful to have access to CT Transit bus service. Thank you!
474. Bus often comes very early or very late on Saturdays, usually late on Sundays, hard to transfer
475. Taking the bus R/T North Haven to New Haven saves me approx \$25.00/week in gas alone. Great bargain and I've found the drivers to be very friendly, courteous and professional on the C line.
476. Expanding bus service in the Naugatuck Valley to include: Express services to New Haven/Bridgeport, Evening Service & Sunday service would benefit it's residents greatly. In addition adding cross town services would make transit use more attractive to riders who also own cars like myself.

Stamford Division Comments

1. A customer service rep recently refused to give me her name when I said I wanted to complain about her attitude. She also refused to put me through to a supervisor and rudely hung up on me. They are very very nasty and unprofessional.
2. Sunday Schedule needs improvement
3. I take the bus daily to work and never have a problem, always arrive on time. The drivers are excellent and friendly.
4. I never get on time to the bus station to get on the other buses, as many of the cummters on Cove Rd, Stamford Area.
5. There should be more service from 630-8pm for people travelling from NYC.
6. I love riding the bus

7. Some of the drivers are very rude and late. Please come on time because it is cold.
8. Bus drivers should say hello to passengers, Some of them are not friendly, I've taken the buses in Stamford for over 20 years.
9. Very good but need more than one.
10. Now its cold, I need all buses to be on time because sometimes they come very late.
11. Most of your drivers don't take their job serious. They are already late and park the bus to go and buy food or other personal business. They also do nto know the new Port Chester bus route.
12. The bus never pulls to curb to load or off load. It is never on time Friday night and won't give updated transfer when they get to the destination and the bus is late for the connection.
13. Service on I-Bus does nto always meet schedule. Bus is not cleaned everyday
14. Sometimes the driver drives to slow, but has been late 10-15 minutes and does not affect my work.
15. At the bus stops downtown on Main St and Atlantic we need bus schedules posted
16. The Saturday am driver is amazing!
17. Most drivers are friendly
18. I really enjoy my drivers, they start my day off right.
19. Drivers are good, but they are always late in the evening so I miss connecting train a lot. The IBus should go to Port Chester or Rye when traffic is bad on 95
20. Buses are arriving 15-20 minutes late casuing me to miss connections. Bus driver did not realize I was standing at stop and left me behind.
21. Have not used phone or website
22. Ontime performance rates poor especially on 43 Norwalk, 50-50 on driver safety
23. 31 bus should be earlier than 6am
24. The drivers could be more friendlier or more reliable. As drivers they need to be on-time, they seem to always be late.
25. My bus 41 Line Never on time...Please do something!
26. Please go back to the original schedule 44 bus. 26/27 is very inconvenient.
27. There is a group of men who ride the bus every morning, I am sending this on their behalf because I don't believe their demographic would be seen otherwise . Thank you
28. Tell riders to never put their feet on the seats and don't eat in the bus.
29. 36 arrives going up high ridge on time. It is rarely on time going down High ridge
30. I would have rated all services higher until a recent trip to london and their fast clean and frequent bus service
31. The 8:15am bus is never on time
32. [#18 customer also chose "walk, or use a taxi"]
33. Veronica is always on time, always pleasant.
34. 31 day pass in more places
35. [#18 customer also chose "take a taxi"]
36. Need a weekend route for bus route 32
37. There is room for improvement
38. [#18 customer also chose "walk, use a taxi"]
39. Most of the times going back the bus is late.
40. Peak hours are operating unreliable.
41. The drivers on teh IBus are always professional and courteous.
42. Sunshine is the best. Smoking at bus terminals is a negative, and loud passengers can make the trip unpleasant.
43. Thank god for the bus
44. When a bus breaks down, they should have a replacement.
45. Use a smaller bus or van, not enough passengers
46. My bus driver Jay (Sugar2093) is warm, courteous, and on time. I thank him very much for getting me to work safe and on time everyday.
47. lately service has been inconsistent (late) or not at all. Drivers are friendly
48. Mornign 8:10am bus needs to be on time not early or late.

49. I-bus from White Plains (7:35am) driver is always late and speeds and drives dangerously to make up for her time. The 8:35am driver is the best.
50. I would like the 7:10 pm I-Bus to Stamford to be more timely
51. On time in the morning. Afternoon bus sometimes late, drivers are all excellent, courteous and chery.
52. Please keep sunshine driving the White Plains service
53. New schedule does not coincide well with IBus in either direction. It extends my trip by an hour.
54. #1962 I love my morning driver!
55. This is the most comfortable bus I have ever been on. I even fall asleep. I wish it took me home.
56. [#18 customer also choce "train, walk, bike"]
57. Need to make the achedules available as non pdf files, so they can be viewed on any phone internet service.
58. great bus driver pleasant, helpful attentive to your needs #1965
59. Driver #1965 is teh best, he is always smiling
60. Please consider 31 day disable pass in next fare hike.
61. Need more of the new buses
62. Most drivers are very nice, but some could use some training in customer service. Especially afternoon drivers.
63. [#18 customer also chose "take a taxi"] I would really like to see all extension buses used by me and other riders to please get to our stop on time.
64. 11B is always late 20-30 minutes especially in inclement weather. 11A is late everyday 10-15 minutes. The larger buses have created chaos all through Port Chester and into Greenwich. the run partially filled both ways and are always late.
65. Driver #1931 is teh best, give him a raise
66. The buses are just too loud and sometimes drivers go to fast.
67. #1965 is the best driver
68. The bus driver G Reyes #1965 is an excellent person, always helping ohers, smiling, and commuincating. He deserves an excellent on the rating scale.
69. I take # 33D on Tues Wens, thur, Fridayd and Jerry is the bus operator and hi is amazing. He will be missed this year when he leaves Lisa
70. Request for increasing the bus service in this route. Thanks!!
71. Need two bus shelters with benches at Bedford and Broad Street I am handicapped and use a cane Because I have left ankle and knee weaknesses
72. [#18 customer also chose "walk"] Wish all buses were connected in town.
73. Depending on the driver determines the type of service you get.
74. Schedules along route, bus stop signs missing, no communication as to detours. New 32 bus route stop at bridge Street w/o sidewalk unsafe at night and winter.
75. I like the service Thank you for your help Ct transit may God continue to bless you guys and keep everbody safe. Blessings
76. the change in bus rt 32 was a stupid idea. The morning commuters now have to take an earlier bus to get to thei destinations because that bus is always late. Even teh afternoon commuters are late.
77. Some of the new drivers are rude and disrespectful. Especially the women drivers
78. Frequent breakdowns
79. Service depends on the driver, some are better than others.
80. Never had a reason to use the service telephone or web site. The drivers are very nice and helpful
81. Need control on Labor Day, with office operators. They do what they want, some of them
82. This survey only accommodates those who have work at the same place there are many of us who work different places during the week
83. 8:15 am IBus driver is very nice and courteous
84. Sometimes people and the driver are too loud
85. Sunshine is a pleasure at 6:35am
86. I like the service, is it a possibility to introduce a 20 ride pass for IBus?
87. Sunshine is an excellent morning driver, she is always on time and very safe and friendly.
88. Sunshone is always nice and courteous. She always makes my day.

89. the bus driver that comes for 8:00 is excellent, she is the only driver that comes on time. Everyone should be more like her.
90. I'm thankful for this service
91. Ct transit provides excellent service and I'm very happy that they run early and stop late
92. I rely on this route to go to work daily.
93. Since service Sept 18th 41-41A has been on time. The new drivers are much better than your previous drivers. Excellent decsion by management.
94. Your commitment should be to continue giving good service.
95. Could have more buses that match up with trains in evening. Would like commuter connection to run later 7 or 8pm.
96. [#18 customer also chose "take a taxi"] Late
97. 13 is always on time in the morning but 41 slacks off sometimes. It was 15 minutes late one day.
98. Bus 11b should be scheduled at 9:15pm since many stores along its route close at 9pm, 9:45pm (adams corner) is too late.
99. The CTTransit website is very confusing, so are the bus routes. It would be extremely helpful to have bus maps/stop numbers at each bus stop. Can ours be more like London's? Also more busses from train in evening most commuters get home after 6pm
100. Never catch the 31-33 bus because they leave one minute earlier than IBus arrives.
101. Bus service could be a little more on time. They should also stick to the same route each morning.
102. Good timing, courteous and drive safe.
103. [#18 customer also chose "take a taxi"] Bus driver on #12 @ 9 am is very nice and courteous
104. Eliminate wait times at Atlantic Street rather than wait at the train station.
105. Everyone gives good service
106. Could use more frequent buses in the evening. The driver is very nice.
107. Some drivers need to be a little more courteous.
108. Need more frequent bus on way home. I-bus 11 takes over an hour to wait when going to Stamford.
109. I get a good service everyday, and the operator are always courteous to me
110. Most of the drivers are polite. Thank-you for service.
111. The bus service is way goof, ext good
112. No signs for bus stops, no schedules, no communication when detours are made.
113. [Question #18 customer also wrote "take the train"]
114. There is a disparity among drivers. Most are well above average. the current driver is excellent. A couple drive too fast and or do not know how to drive without using her horn to plow through.
115. I do not like the time changes to the schedule. It throws my routine completely off
116. [#18 customer also chose "I would not make this trip"] Some drivers take care of personal affairs while customers wait on and off the bus.
117. It would be helpful to have earlier service on #31 also helpful to have later weekday service on #27
118. Most drivers are absolutely wonderful, but there are a few that are persistently rude and one who has her own unique idea of where bus stops are located & won't pick you up if you are not at "her stop"
119. One exception the ride home on bus 33 That driver is dangerous She closed the back door as I was getting off the bus. She should not be driving at all!!!!!!
120. The dispatchers some of them need to know they're working for the state, and we are the state , I can come with more improvement with my comment my phone # 203-820-7955
121. Since schedules have changed I can never get my connecting bus @ the bus station on Sundays. I take the 11 b from Greenwich to Stamford connecting bus 34 had already departed so I have to wait a whole hour for the next 34 bus. Not Good.
122. Bus 41 and I Bus does not connect properly.
123. None
124. The driver is the most wonderful on the world.
125. Please increase service for Lawn Ave on Sunday
126. I think the only place bus drivers fall short they don't wait till people sit down. It's disrespectful!

127. The bus drivers are terrible!! I have seen them cuss out supervisors, argue with consumers. Some are nice, but most are not. One driver got mad at me because I didn't say hi to her. I'm just here to ride the bus, period!! The AM conn ave bus was coming so late that I had to catch an earlier bus, just to make it to work on time. There is a new bus driver, and she's coming on time now, so that's great. Overall the bus experience is terrible!!! Someone cut a bus driver off and the driver pulled up to the car and cusses out the dude. That man could of had a gun. My was put in jeopardy I feel. Again, over experience, terrible.
128. Reliable service
129. need later service.
130. Usually the drivers are very friendly in morning.
131. My rides to the train station are not consistant. Many times they are late, they don't seem to stay with the schedule.
132. Need weekend service on long ridge rd near the merrit parkway. I work on sundays and don't have transportation on weekends.
133. Clean the side walk when it snows because we can't get into the bus safe.
134. We notice bed bugs on the bus. And a cleaner bus at all times.
135. More buses for the 41 line over crowded everyday have to stand up too often.
136. How about bus service on a sunday please new bus stops signs.
137. friendly staff I ever met. Great people people!
138. Lower the price of 31 day/monthly passes.
139. Some bus drivers cop an attitude if you ask a question. Some drivers drive quiriky-jerky manner.
140. The bus is very helpful to go to work and other activities.
141. Morning bus cole always late.
142. Courtland ave bus should run on sunday because people go to church and don't have a ride. Please think about the baker.
143. Drivers on this route and other routes should make themselves more familiar with landmarks and building on their routes so they can answer people who ask questions better.
144. Please consider revision of the scedule for the 32. I have to take the 41 to 32. Recent schedule changes have thrown off the connection times. I used to be able to catch the 41 @ 551am on E main st and connection to the 32, now I can't because the 32 leaves stramford train station from 550a! I miss the 32 completely! This has been a recent change.
145. If possible, bus token should be available in every grocery stores and Dunkin donuts.
146. It would be good if the bus could arrive to cove road on time and not hours late with a different bus having to come.
147. Would be helpful if buses ran more than once an hour after 7PM. Also 42 bus should run past 6:50PM.
148. The seats are full of dust. If you hit the seat with your hand, dust is on your hand.
149. Everyone is very nice.
150. This is about the #27 that I take. The #41 is late most of the time when I have to go to school which is NCC
151. Driver gave misinformation concerning transfer.
152. I love it!
153. "Bathroom in the tranist center
154. Bus Shelter Was/Tresc Blvd"
155. Please put back the benches and replace the bus shelters. Much needed.
156. Restore the Saturday 43/34 route, please
157. I connect 6:11 Metro North to 6:55 Bus 34A Hope St. The previous bus schedule, 7:01 Bus 34A worked better. I was more ikely to connect. The 6:55 is too early.
158. I have an issue with the 7:25 21A bus being late. Whne it arrives on time the 24B is late departing. I have complained about this to CTTRANSIT
159. Love this service.
160. Passengers need to stop giving the operators a hard time. they are doing their job.
161. When they hit the breaks too hard. They all carrying live cargo not animals and stopping for 5 or 10 minutes cause they are too early and we miss our train cause there 5 to 10 minutes wait.

- 162.the bus would be cleaner. there should be a bus stop sign on Fieldpoint Rd outside our building. It should be a legal bus stop outside our building.
- 163.unemployed
- 164.The new buses are great and make for a very comfortable commute.
- 165.Good service. I am satisfied.
- 166.Its good to mention the stop that is approaching will be good for first time riders rider on a new route.
- 167.More frequent service is needed on Route 32. Specifically former Route 32A should be restored. The buoineosest other locations north of the roxbury intersection are not adequeately served!!
- 168.There is inadequate service on route 32. I depend on this for most of my transporation needs. There is a definite need for more frequent service, including nights and weekends.
- 169.Please bring back the Shopan bus at 6:30 aor 6:40. Thank you.
- 170.The change in Bus 44 is difficult. Have to wait too long for transfer.
- 171.I am satisfied with the bus service. It is not always very clean.
- 172.Danny is a excellent bus driver. Very polite and more. on sundays come home 5:30pm that bus driver is also very polite. Some three drivers are very nice, if possible to give them a bonus.
- 173.Can we please give us RT 33 and 34 more often specifically on weekends. We will appreciate it thanks. God bless you.
- 174.Sometimes bus leaves before scheduled departure.
- 175.Tardiness is rampant. Safety protocol as far as having client step back of yellow line is never adhered to. Level of noise on bus is hardly controlled by bus driver. Rowdy clients are allowed on bus & continue such behaviors.
- 176.Some of 41 buses are too old. The double buses are excellent for this route. They are always full. I do not like the new evening schedule. Too much wait time 6:15-6:45. Really? And it is usually late.
- 177.The new changes on the schedulles don't let chance to get at time to the other buses like for the 8:14 34bus if get just 5 minutes late I can't catch the 11 Bus that is leaving at 8:30. I always complaint about the 11 Bus because it's always late I get of from my work at 5:30 can't make it for the 5:34pm so I wait (mason-Greenwich) for the 5:59 and it's always late, yesterday 11/04/2011 I have to wait until 6:25pm as usual and when I complaint the Driver don't say nothing. Waiting on the coold weather is not good.
- 178.I have taken the bus for over 10 years to get to school, now to work, and overall the buses come on time. I like that most areas in Stamford are accesible by bus. The only recommendation I can offer is to improve the bus drivers' customer service skills; many drivers strongly lack it.
- 179.Need much better local service in stamford. the fact that local buses run end to end between station and downtown rather than spaced out is really frustrating. screen in stamford train station is horrible and information there is almost worthless. why do new haven and hartford get free shuttles between their stations and downtowns and stamford doesnt?
- 180.I ride the bus daily both ways to the train station. This particular pickup time (6:15pm from the train station) is usually 5-15 minutes late. The driver also has been pulling into the station loop, instead of picking up on State Street, which makes the bus even later as it takes at least 5 minutes to get back on the schedule. Please either ask the driver to pick up on State Street and not pull into the loop, or update the maps and timetables to reflect the change. Thanks.
- 181.The 502bus at the executive park is always late and all of us always miss our train home. One time we missed two trains!
- 182.THE 32 8.10 ITS TO LATE I WOULD LIKE TO CHANGED IT HOW IT WAS BEFORE, NOW DAYS I HAVE TO TAKE THE 7 AM TO GET TO WORK ON TIME.
- 183.Please Rt 137 Early 5 AM Bus for time at the Stamford Station for a Coffee before the Work Shuttle leaves!
- 184.Some of the drivers are just plain rude and unhelpful and others are wonderful. Please stagger busses on similar routes like the 31,32 and Bulls Head. The all leave the station within minutes of each other - doesn't make sense. Bulls Head in the morning needs to arrive around 7:15-7:20 am (not 7:25 am). The people that ride that bus are tring to make the 7:22 and 7:25 trains. Thank you.
- 185.problems are in frequency and routes; bus drivers are wonderful. bus maps and schedules are very un-useful. try to figure out where local stops are and you'll see what I mean. Bus stop signs at stops would be useful too
- 186.LATER BUSES ARE NEEDED ON SATURDAY EVENINGS ON ROUTE 34

187. Really wish the 43/34 bus route hadn't been split on Saturdays; it really makes for a more difficult commute, especially in the cold weather months.
188. Haven't used telephone service and have rarely used the web site, so no responses for them.

Waterbury Division Comments

1. Bus drivers drive too fast and sometimes is rude. (Angelo) usually when we get downtown, I feel like I have to hustle across the green, to catch the connection .
2. I would like to suggest the bus goes into walmart first, before going around Margaret circle, then into walmart also the suspension on the small bus is really terrible
3. operators usually have bad attitudes. When I say hi they act like they didn't hear me. I say thank you and they don't respond the few that do are nice
4. Many waterbury drivers pay more attention to their phones than driving. Take away their personal phones! They're dangerous .
5. All buses should leave 5min after the posted time giving passengers enough time to transfer to other needed buses. since most of them run every hr, especially in the winter
6. keep the night service going it is very helpful
7. I'm really happy the bus is running later due to late appointments!!
8. Bus driver is always on time unless the driver is changed. Mon. 11-7-11 bus was 1/2 hr late and missed connecting bus to work. Had to wait and take another bus. I take a bus for medical, shopping, work, church, work and home. also when I sign up for classes at the college
9. Have no access to internet, use the bus for all my needs.
10. To make connection downtown it would be helpful if the bus could come a little earlier
11. I'm happy the night service is open
12. Very satisfied , keep up the good work
13. It runs late sometimes
14. Glad they are running late some bus drivers aren't nice
15. All the workers from the drivers to the customer service are very nice and helpful. Since the buses operate until 12am I'm able to work later than usual. Thank you
16. Great Services Many Thanks!!
17. Sometime the bus is filled up and have to stand for 20 min and that is a long ride
18. so so glad the buses run late! I use the bus to go to work, church, food shopping and visit my grand children
19. The night service is useful there appear to have a bit better ridership at night until 9pm
20. More busses in the afternoon, Naugatuck Ins part
21. need more current buses. Earlier buses on Sunday
22. Always late picking up in the afternoon. Ricky is the best driver you have
23. I use CT Transit often and I can get around the city of waterbury and I am pleased with the bus services and their extended nightly service.
24. Could use more options for cheshire/Southington Rt . 3 in and 3 out is not a sufficient amount of buses. The buses are becoming extremely crowded .
25. Never used the web site for anything
26. You need to make sure people can get on there transfer bus. Bus's are leaving before you can get on your other bus. So that makes the person have to wait another 15 or 30 min they don't wait and some are very rude
27. I believe 2 buses are needed bus 42 from 8:30 - 12:30 so many students during this time.
28. Bus service is usually excellent except for the buses not running later on Sundays. Should run until 8 or 9 PM on Sundays (currently it 5 PM)
29. Provide map or each city with corresponding bus routes like in New Haven. I'm new to the area. I'd like to explore CT using CTRANSIT. I believe with better maps more people would ride the buses.
30. Night bus run is too long -- almost an hour on the bus. Thank you.
31. [#18 customer also chose "walk"]
32. It would save time if people exited the back of the bus sometimes

33. [#18 customer also chose "walk"] I would love for the bus to pick us back up from work, we get off at 11:55pm
34. [#18 customer also chose "walk, bike, or take taxi"]
35. Bus #22 gets too full of people and its dangerous.
36. Thank-you
37. Bus service is way better.
38. We need to be picked up from work at 12:00am, the last bus is 11:30 for us to get back. Please, thank-you
39. I think that the bus should come back to Beacon Falls "Bakers Choice" at night, say, 12:00am theres about 15 of us that could use the transportation back to Waterbury.
40. [#18 customer also chose "take a taxi"]
41. Love my bus driver
42. [#18 customer also chose "bicycle"]
43. The driver named Jim who drives the 20 bus is the reason I minus the 1 point, everything else is wonderful.
44. I hope the night shift stays
45. I have been using the buses from 1991 to now is excellent
46. Thanks for keeping us safe.
47. [customer also chose "walk, or ride with friend"]
48. I am glad that the buses are running late
49. I like all bus drivers if it wasn't for them I wouldn't be able to get to work for cheap.
50. Buses in downtown should wait until all buses arrive. I missed a lot of buses because my drivers were late.
51. [#18 customer also chose "take a taxi"]
52. I hope the night service will continues forever. It's a blessing.
53. More bus routes run later (ie 8:45) along with others so I could work additional shifts.
54. I'd like to see a Watertown route at night.
55. I do not use the website
56. [#12 and #14 person chose walk but wrote in "wheelchair"]
57. Need to extend J bus to Waterbury later in the evening. The Waterbury bus does not com up that far by E. Main and 84.
58. [#18 customer also chose "walk"] Some bus drivers are so rude they don't even speak.
59. [#18 customer also chose "walk"]
60. The drivers are very nice
61. The Waterbury bus drivers are the best
62. Transfer from Congress ave bus to Oakville fairmont and T17 needs more time to allow passengers to get on board I have to run everytime to make it and have missed several times.
63. The 11 bus needs to run like its suppose to every 1/2 hour.
64. 45/22 with Michael 44 from Green to Bunker Hill - They leave even when the 45 arrives at Green, 44 does not wiat for us to get off the bus.
65. You guys are appreciated
66. I love both George and the new girl Paula on the 11 route.
67. 22 bus doesnt take in consideration when people have to stand the whole ride and jerks alot.
68. The bus sometimes runs late
69. A very happy camper
70. My bus driver is great
71. Do not use website
72. Service is always great and I have never had a problem so far. Keep up the good work.
73. I'm glad for night service
74. Night service has helped me tremendously. thank you.
75. needs to have buses wait until the other bus gets there because people are always late for work.
76. Better lighting at bus stops
77. Thank-you
78. Need night service.
79. It would be nice if the Bus 13 ran near Fulkerson. The hills are too steep, imagine winter! There are a lot of people who live in Fulkerson and Brookside who don't own vehicles.

80. Great servie. Please keep running the night bus. Please keep fares low.
81. The bus on the downtown need wait al 2 minutes more or others.
82. Route 27 bus doesn't run on saturday or sunday, or at night.
83. Very happy to have evening bus service. Some drivers are very disrespectful to us Senior Citizens and some don't let you get seated before starting to pull out or else jerk you almost off your feet.
84. Almost all the time the transportation is alright.
85. Almost all the time the transportation is alight
86. Chains from china r going to make buses dangerous in winter. Waterbury is hilly. Saturday 2 wks ago one of the chains broke on a bus driven by terry.
87. Though it's hopeless to get riders to not use cell phones, drivers should require quiet, respectful conversations, and no eating. Thanks!
88. We need 2 mall busses the crowding is terrible and dangerous.
89. Nee dmore buses on crowded busses and they need to run more often than every 1 or 1/2
90. The bus from farmcrest dr. to downtown
91. Have to admit there are a couple driver can be rude. Usually if it's NOT their usual route.
92. Need to be on time except for the winter time.
93. I would like to see certain buses run between 9am and 12pm like Hill St. and sylvan ave.
94. They always late and I miss my connect.
95. Thank you for all of you who come up with this great idea to have bus services at night. It is a n eye opener for everyone and convienient and words can not express my gratitude. thank you very much.
96. Buss 22 gets very crowded. Wasn't there a 22m or 22w bus that was express? Another bus would be helpful especially around 130pm when it is busy.
97. There should be bus to mall and green only back and forth. Use small CT Transit bus.
98. The bus needs its shocks looked at. It is quite bumpy.
99. Seen bus driver leave wheelchair person on the green exchange at 830pm going to "wolcott" by not opening the door of bus and driving on. This was during the time when the lights were out in waterbury.
- 100.Mary and fred are my 2 favorite drivers.
- 101.Now that late service has been added I am able to look for fulltime work and know that I will be able to pick my child up from daycare/after school care and I will not be left stranded.
- 102.Kieth the water town bus 47 driver always gets us late to downtown on our way from work. He wait til 336 till the guys from a shop get out and then takes off most of the time he gets to downtown at 4 o clock and we miss out bus.
- 103.Hope this service will continue forever.
- 104.The night service is an excellent idea, because I work nite and it was hard to get back home. Now I don't have to worry about. Thanks.
- 105.George is the most courteous and conscientious driver I've met yet.
- 106.Need to ride on weekend & work until 1130pm
- 107.I know evening service just started, but more routes need to be available. It's not right for some to be running not all. I take the bus to the train in the AM and have to take a cab home due to my bus not operating.
- 108.Bus service extend more hours all year around. Also weekends to make CT transit a #10
- 109.With out the bus I would not get to work. I have to a cab in emergancy.
- 110.I love bus drivers Oscar and the lady with the blonde hair. All the other drivers aint good they all have attitutes. Oscar & the lady are nice, sweet, and carins.
- 111.I need more service on route 31. I can not return until 4:30 pm
- 112.I wish the bus will run a little later.
- 113.All the people who work for Northeast Transportation are hard workers.
- 114.All the bus drivers are very helpful and polite, they go the extra mile to help.
- 115.Yeah for the evening service!!! :-)
- 116.Bus sometimes to far to make. have to wait.
- 117.Just want to say I'm so pleased that buses run to 12 midnight and thank you for not changing bus route from the green! Keep doing what you do.
- 118.Wish the bus went closer to Porter and Chester in Watertown. It would be nice. Bus driver is cool.

119. I have used both services Paratransit and City bus..overall your bus drivers on both are very nice and helpful. Your call takers in both services are rude, hang up on you and talk to you like you are beneath them. They need some people training and so does the management there too. Very Poor, But Drivers are great
120. Being a disabled veteran, public transportation is the only way I have to get around and can afford to get around. I do have one issue, the closest bus stop to me is the stop at Irvington Ave. that is an EXTREMELY LONG WALK ON A GOOD WEATHER DAY, I don't understand why there is such a EXTREMELY LONG DISTANCE between the busstops in my area. There should be a stop somewhere near the church at the end of Ardsley Road. There are no sidewalks up here, more busstops are really needed. Thank You.
121. Need to have more bus running and need to have buses arrive on time so u can make it to connecting buses.
122. I have just moved to Hill Street from North main St. I have taken the 15 and 16 buses for over a year, and every one of your drivers is professional, polite and a very careful driver, as are the drivers of the 42 when I go up to NVCC. I appreciate the new night time hours as some of my required courses are only offered at night. My experiences since moving to Hill St with those drivers has been very good as well. Thank you for your great service!
123. It would be nice if you would have two buses going to the mall and to Wolcott street everyday and not just on the first of the month. One bus number 22 is always over crowded where the elderly and the disabled have to stand up and sometime small children have to stand because people will not give up their seats.
124. No need for fare increase..all drivers city and paratransit are awesome and the Net should show that. never had a bad driver on either service..they all are great. both services as for I use both. Ty
125. Dattco dispatch is awful. When a bus is delayed or not coming they always say "it is on its way". Service is better lately but there have been many delayed (by more than 15 minutes) or missing buses in the past few months.
126. When you guys see that there is a snow storm approaching, please prepare the buses the day before, or announce that there won't be any buses that day. Thank you.
127. the bus driver is usually different every trip .. on the norm the drivers are safe and courteous.
128. The added evening service in Waterbury is a great addition.
129. My occupation involves training individuals how to utilize public transportation. The drivers are mostly very accommodating and patient with my clients who often need extra time using the fare box, getting to a seat etc.
130. Thank you for adding night service
131. I am a temp worker & wish it was easier to use the different services...ie CT Transit, GBTA, Norwalk Transit, & HART.....different websites and no monthly pass available for multi system use.
132. Why is your fare collection system so outdated, smart cards are the norm in all other systems that I have used.
133. I wish that the Naugatuck local Bus N1 / N2 ran until at least 7 pm, to connect with the train.
134. The bus stops at the hub need to be better marked-signs are too small and are missing. Bus stops need to be cleared of snow and ice in the winter time. Last winter I watched as a baby in a stroller was narrowly missed by a car because the parents had to stand in the street. Besides, it seems like common courtesy to your customers rather than having us climbing over mounds of snow and ice in order to board the bus. If this continues I will write the newspaper. last winter when I called I was laughed at and told it was the city's job. If some is hurt would you not be liable?
135. Also with the price of gas being so high would it not be a good idea to market the bus to local car owners?
136. there are occasions when the bus does not show up at all; when customer service is called, all they say is that it is on its way and never mention that we have to wait for the next scheduled bus. That is unacceptable and fares should be refunded at that point.

New Britain Division Comments

1. \$IX to New Britain is express, but people get on and the bus driver says no drop off on New Britain ave in Hartford and they still get on.
2. Please extend Bus 41 service to Sunday.
3. The 33 bus drivers are really rude and mean people
4. we need new leather covers for the seats

5. Hartford bus service is always reliable
6. Sometimes buses are very crowded with strollers
7. IF this bus or the others I use were not available I would be basically house bound, thank you for giving me the opportunity to still be of service
8. Some bus to work on Sunday in New Britain
9. bus service should be continued with same or if possible with more frequency
10. Would be nice to have increased service every 1/2 hr
11. We need 2 bus stops at this end for us seniors not all the way down to the stop sign!!! We have enough trouble to get there please NOT LAZY JUST OLD!!!!
12. we need a bigger bus
13. bus drivers are very courteous and no cell phones are allowed
14. service is good
15. Bus on weekend to Branford Green
16. I really like this bus driver. He is patient and smiles at times.
17. We need CTTransit
18. The coordination between the MAT and CTTransit(NB) on the final trip of the day (esp. Sat) could be improved. I have been left at the WalMart in Cromwell because the MAT bus is perpetually late.
19. Good
20. The South in the morning is late
21. The afternoon trip is excellent
22. Thank you.
23. Please don't raise 60s fare.
24. I asked for information on all month and day passed and she mailed me a map of the bus route that did not help me at all.
25. Later in the day the bus seems to be a bit too behind schedule. Also, when dealing with the Hartford CT Transit phone center the representatives were always helpful. The one time I've called New Britain's phone center I was not as satisfied with the call- my bus passed me and the operator sort of laughed at me instead of helping me get to my destination. I have not bothered calling them since. The bus drivers are usually helpful and patient. The bus is a great alternative to having an automobile with the rising expenses involved in car ownership and I would like to see more bus routes rather than less.
26. Would be nice if there was a separate bus to Tunxis. The bus is very full with a lot of standing passengers for the 7:30am C bus. as well as in the evening when they come home
27. Bus schedules not easy to understand online for F and B routes!!
28. We need more commuter options, connections etc, in CT

Meriden Division Comments

1. No bus shelter to wait at Kohls and usually need to wait 10-15 min even in bad weather
2. The Sunday Waterbury trip via I-91 should stop at East Main Street in Meriden. A later 5pm or 5:30pm Wallingford trip for Saturday
3. Need this service would like night service
4. Norma is the greatest
5. Bus drivers in Meriden are usually very helpful
6. Norma makes my bus travel something to look forward to.
7. It would help out a great deal of residents if the last bus would be between 6-6:30pm latest
8. Norma makes my ride joyful
9. The ride is more afternoon
10. Talking on cell phones should not be allowed Bus driver should enforce it and being so loud
11. Because I don't have a license or a car is very important for me to have public buses to be able to move myself around to do my basic need and to take my daughter to and from school
12. I like the drivers.

13. Meriden express to Hartford operated by Kelly transit. Typically old dirty smelly buses. You can smell exhaust and fuel fumes inside, very poor bus service
14. [#18 customer also chose "use my car"]
15. C-bus East Main is always late. You can never make connection to A or B bus. need to put bus stop signs on this route. Stopping every 10 feet is ridiculous, be on time!
16. The C bus in New Britain is usually always late.
17. All of the Meriden drivers are courteous and respectful. I just wish that they would offer late bus service and Sunday service.
18. I normally have no problems with this service.
19. The C Bus is always up to 30 min late
20. Experience the bus drive very loud mouthed and aggressive.
21. Drivers have been late on numerous occasions. They even fail to stop at designated stops sometimes (late over 15 mins)
22. Enforcement of rules/regulations need to be stronger, concerning senior seating, music, language, packages in laps, baby strollers. New buses limit senior seating. steps in rear are dangerous and of flawed design.
23. thank you for implementing saturday service in meriden.
24. Kieth is a kind, courteous, respectful driver. He should be used to teach some of the other drivers.
25. Thank you, Mr. Spina for your help.
26. Thank you
27. Bus driver helpful and courteous.
28. Please bring back normal bus routes in Meriden on saturdays for people with no car. we need the bus to go grocery shopping.
29. Norma is the most professional bus driver I have ever encountered.
30. None.
31. I had an issue where the bus did not arrive at Sigourney Street in Hartford , I waited 45 min. I called Customer Service and they were rude. I had to take a taxi home and it was very costly.
32. the driver is always beeping the horn at other drivers. seems to be driving fast and erratically. Do not always feel he has control of the bus. Slams on brakes, etc. Often have the feeling that we are going to be in an accident.
33. One bus driver is much safer than the other. One bus driver is erratic and, frankly, scary at times. I prefer to ride with one bus driver versus the other.
34. wonderful and caring drivers, PARA Transit is a god send for me. I am impaired and disabled and can not drive.
35. The bus driver leaves the bus stop earlier than they are suppose to in the morning and night---This is usually the first Bus of Kelly Transit.
36. Meriden transit express bus are typically dirty. They usually smell bad. You can smell fumes from exhaust and diesel fuel inside. The operator uses the oldest buses in their fleet to provide this service. I doubt the buses are in proper operating condition and meet CT DOT standards for safety.
37. Kelley Bus only seems to provide good customer service when we complain about the service. They are unreliable.

Bristol Division Comments

1. need earlier buses and later buses
2. need later buses
3. When and if they answer the phone and when they don't send a bus for a certain run they lie and say they did. This happens especially in Cherry Blossom season
4. You need buses to Ansonia on Sundays , Your customer service is useless , you can never ask your questions and they put you on hold for 5-7 minutes
5. customer service never answers The bus arrives on time in the morning. The bus to pick up in Hartford is supposed to be there at 5:07pm or market st in Hartford. Never on time sometimes doesn't show at all , there is also no cover in case of a storm where he picks us up With winter coming it would be good to have someplace out of the snow rain etc. to wait. Its the only stop without a cover

6. No shows and buses leaving before schedule time are unacceptable should be no tolerance for leaving before scheduled time.
7. I am a 10 year commuter. Overall experience is very good. There are certain days especially in springtime when buses appear to not be in service and not running late
8. Dattco Customer service leaves a lot to be desired AT schools end we are told that buses are broken down but we know they have over booked school trips The truth would be nice
9. PM runs are late or skip altogether and more so in bad weather when we see other town buses make it on time (Southington). Most of the time the Pearl 5:01 does not come until 5:15 or 5:20 when you are at the stop since 4:55 in bad weather it is not good. When we call Dispatch we get same excuse bad weather.
10. one bus picking up in Bristol going to hartford is usually on time: however the pick up in hartford going to bristol sometimes never shows up or is late.
11. Night bus is often late or does not show up.
12. Have not called representative.
13. Some drivers are rude. Some take off while you are still trying to sit because they are running late. Some never show up. Don't call DATTCO they can be even ruder and they lie.
14. I would like to see the same route followed to Flower street on every run. This would be more convenient.
15. The bus driver for the bus route that fits my schedule is always late, morning and evening, totally not dependable. Makes me want to drive in. Also, calling does no good, they think it's a joke and just laugh at you.
16. It is hard to trust comments from DATTCO Bus when a bus does not show up. Bus that arrives can be an activity bus (small white bus). Buses used to have bathrooms which can be necessary especially in winter traffic or when you are ill. This to me is a major flaw as I have been riding for 15yrs and have experienced the needs of many riders.
17. Sometimes the bus does not come at all. When calling dattco they always say it's on it's way, but usually never shows and everyone piles onto the next scheduled bus.
18. Please do not take the 6:20am bus route out. Only one that gets me to work for 7:00am. 6:30 bus goes around the capital and I will not get ot work until 7:30am.
19. All of the bus drivers are courteous and for the most part good drivers although Jim Jones is particularly slow. Dispatch is always rude and not helpful at all. The 5:05 bust at Central row is late most times or does not come at all. This has been a continuing problem.
20. A good job is done most of the time with occassional exceptions for being more than 5 minutes late
21. Lately the 4:10 Express from Hartford to Bristol has either not shown up or has been very late. This has happened 5 times in the past two months 4:10 not showing up, 4:30 not showing as well but mostly it is the 4:10 bus that seems to be having a problem. We have not had the same consistent driver in well over 3 months. Seems we get a good driver her does the 6:04-4:10 route and then they leave. Not good when you are trying to get to day car to pick your kids up and the 4:10 bus does not show up
22. Bristol buses are un-reliable. They often miss routes, especially on the PM schedule.

Wallingford Comments

1. They go through red lights brake excessively jump curbs but can't turn left
2. North Haven C1 bus (saturdays) skips runs in the afternoon, The drivers are shopping in stores and leaves people stranded for hours. They seem to do what they want. This hurts my ability to get around would like a new but company to take over
3. I have gone into the service center many times only having to wait while the attendant is talking on the phone.
4. I expect a nice, appropriate, safe driver who is on a clean, prompt bus. It is dirty and the drivers are rude and skip routes making CT Transit users late for appointments.
5. More bus on Sunday early going to New Haven. 6:00 am on Sunday. Plus F3 going to EH like 7:00 am.
6. Frank is a great driver.
7. This bus driver good. Help if they need help and always on time and always courteous to the customer.
8. We need more service in wallingford areas. The service is very poor. Thank you.